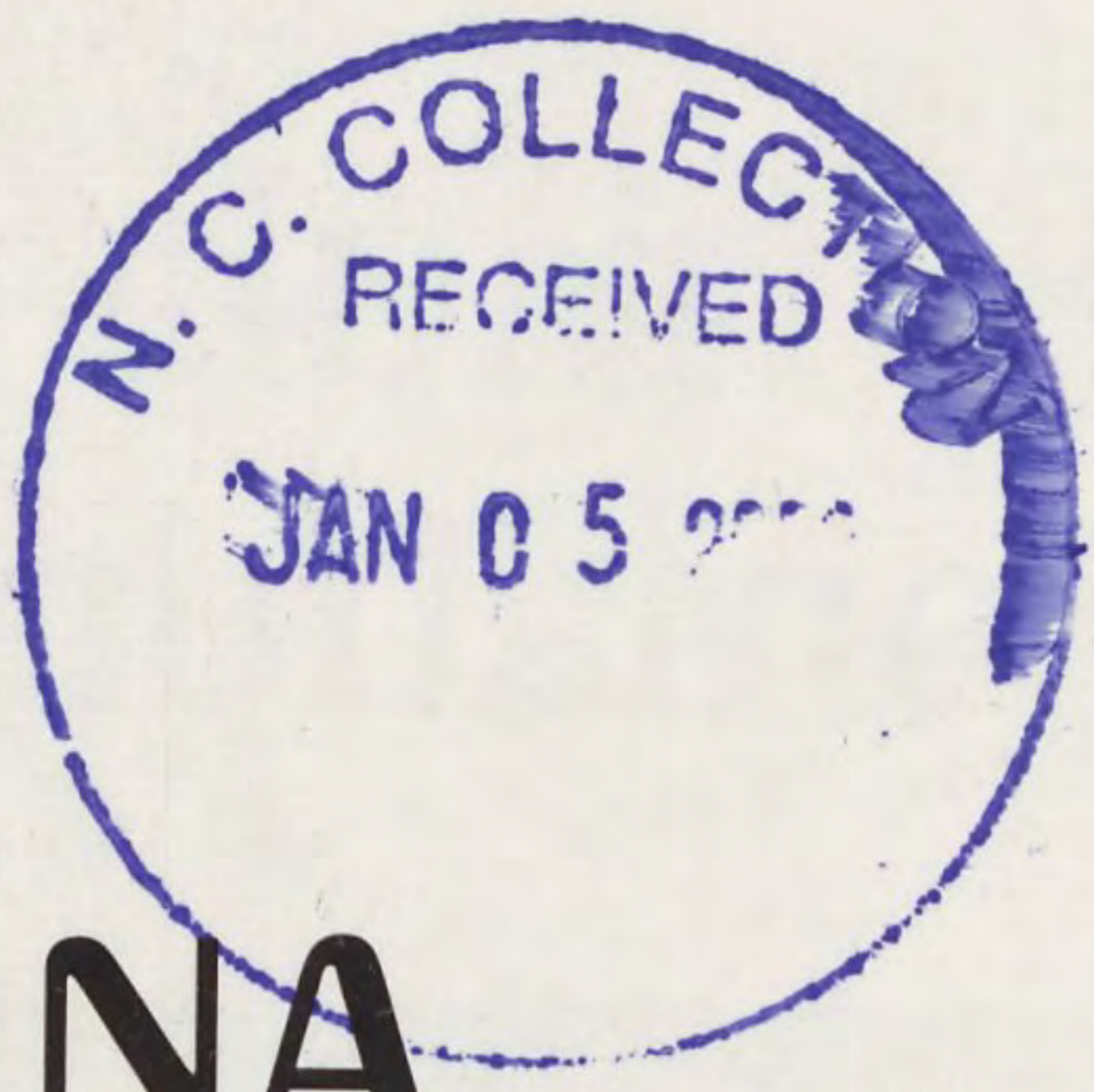


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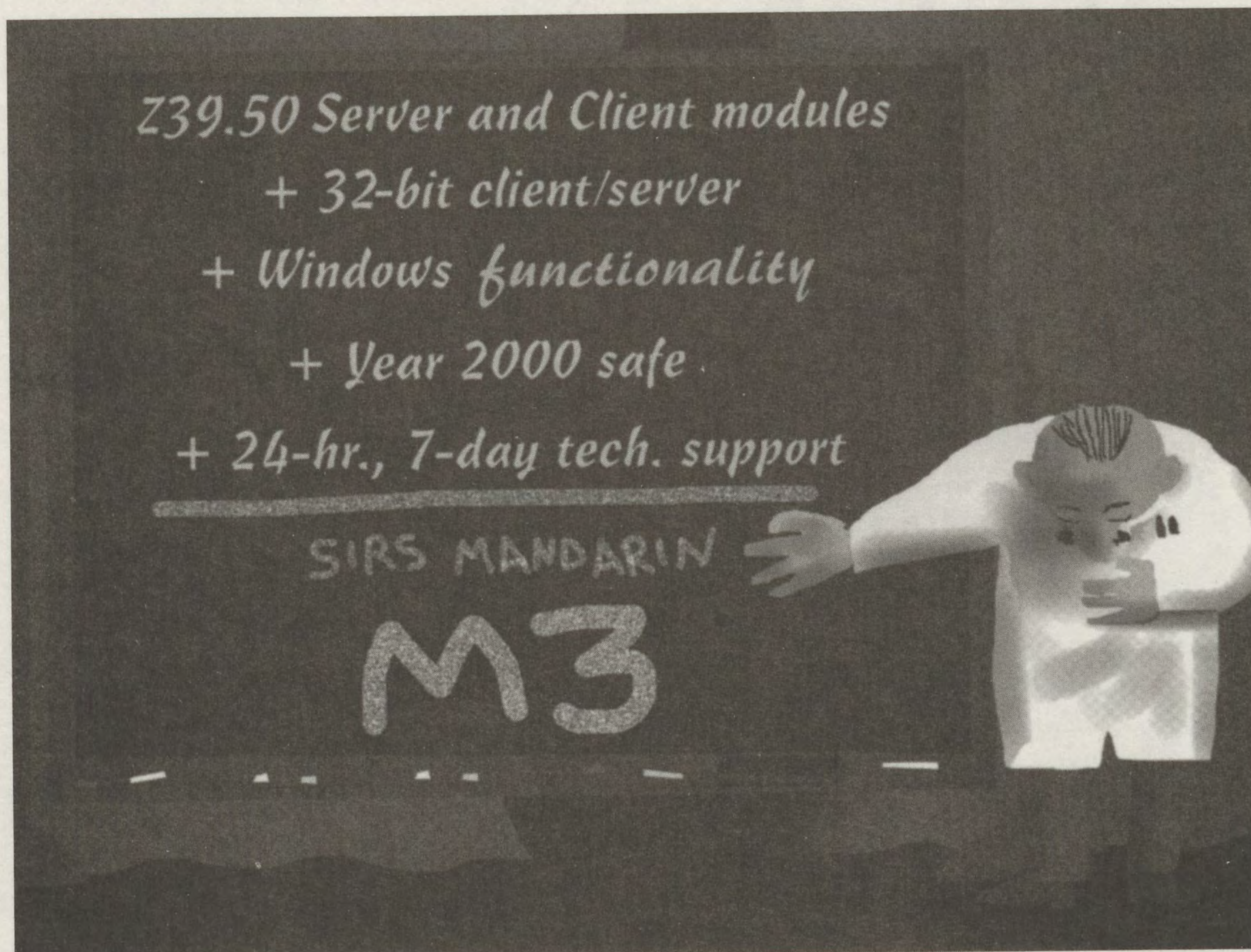


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ISSUES OF SECURITY AND SAFETY

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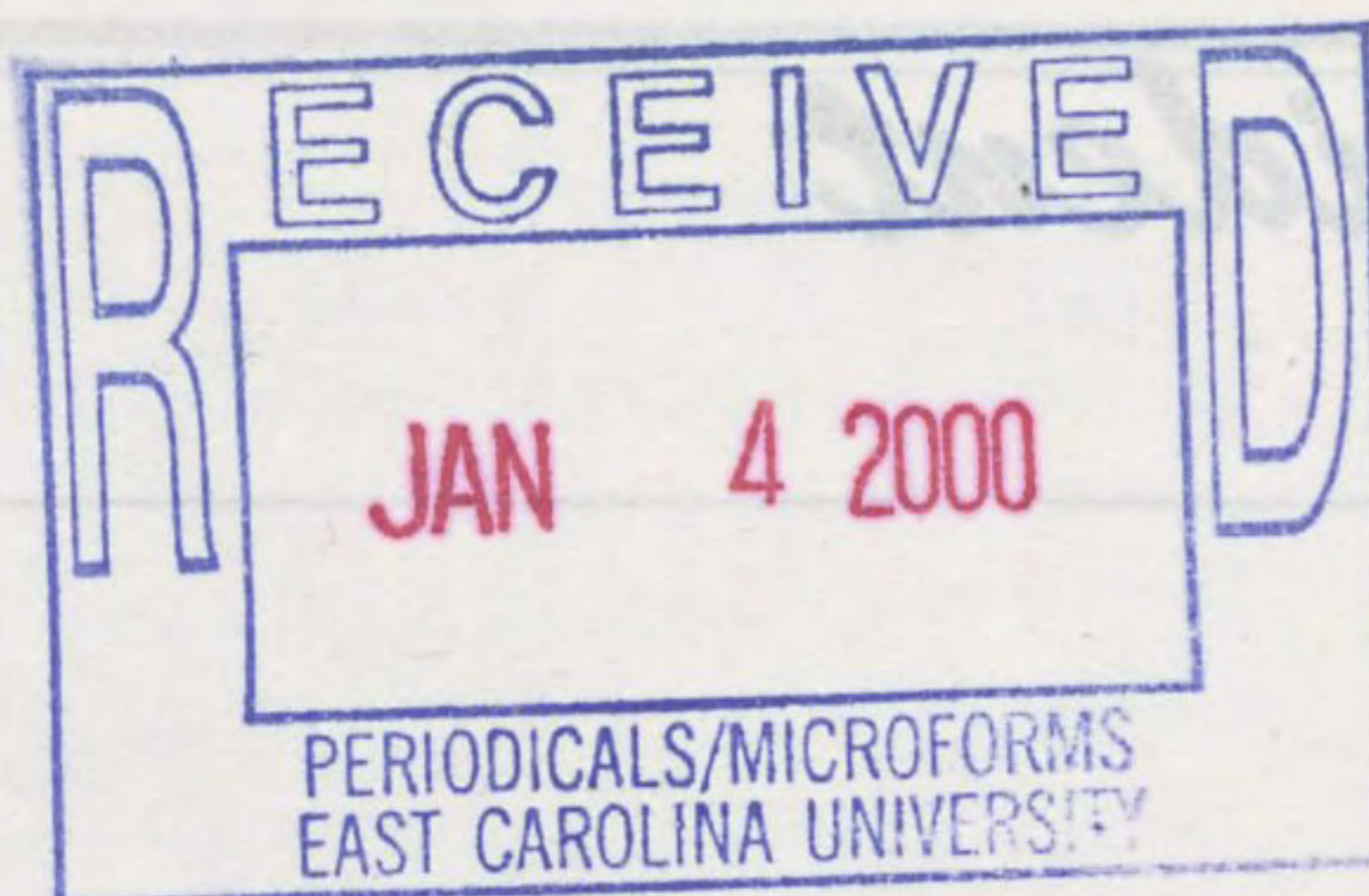
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# NORTH CAROLINA LIBRARIES

VOLUME 57, NUMBER 3  
ISSN 0029-2540



Fall 1999

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NORTH CAROLINA LIBRARIES is the official publication of the North Carolina Library Association.  
Art direction and design by Pat Weathersbee of TeamMedia, Greenville, NC.

# From the President

Beverley Gass, President

In these sunset days as president of NCLA, the swift passing of two years astonishes me. I have been professionally energized by the responsibilities that belong to the president of NCLA so that the time has seemed very brief. In 2004, NCLA will enter its second century of service to its members. I believe that what we do in the next four years is vital in shaping what we need to be for the next 100 years. As the soon-to-be past president, I will still have the opportunity to observe closely and participate in shaping the future of the association. Let me mention briefly some issues that are of immediate importance to us.

## **One Unified Yet Diverse Association**

The first and most important issue at this time will be the work of the NCLA Commission on School Librarians that will be in place and at work by November 1, 1999. The Commission will identify key issues vital to school librarians and school librarianship throughout North Carolina; identify remedies and resolutions to those problems that are creative, innovative, and appropriate for assuring that school librarianship remains strong and able to meet the needs of students throughout North Carolina's schools; and create an action plan that remedies and resolves key issues for school librarians with clearly established timelines and lines of responsibility. This Commission was proposed by the Executive Committee of NCLA and agreed to by the Executive Board of NCASL following a meeting with the members of the Executive Board of the North Carolina Association of School Librarians. At that meeting the Executive Board of NCASL announced their intention to form a new organization for school librarians outside of NCLA. Clearly the NCASL contingent believed that NCLA was not working for them the way it should.

## **One Cooperative Initiative for Licensing Library Resources**

Closely related to this issue is one that now has two separate statewide

initiatives to license library resources underway. With the Public Schools of North Carolina now licensing databases for K-12 through a project called NC WISE OWL and the libraries of the University of North Carolina, the North Carolina Community College System, the Private and Independent Colleges and Universities and the public libraries cooperating through NC LIVE, we now have two parallel licensing ventures. I believe strongly that this is not in the best interest of libraries and the people of North Carolina. Surely, all libraries will have better and more equitable access to the kinds of information resources that all deserve if we were working together as one community of libraries. Although it appears that the course is set for this year, we must not allow this to become a permanent arrangement. I wonder if the appearance of NC WISE OWL is not another symptom of broken communications lines between school librarians and the rest of the library community?

## **Interlibrary Cooperation in North Carolina**

Certainly, we have many types of libraries in this state, but we have many common issues and concerns. We must work diligently to build a continuum of library services that meets the diverse needs of all the people of North Carolina. Right now, however, there are some rifts and problems within our library community needing attention. When problems arise we have regrets that things are not going smoothly and tend to want to avoid facing the tension and discomfort surrounding the situation. But I think it may be useful that, at last, the issues are on the table and are now being openly discussed. Maybe, just maybe, we can begin to resolve any differences and heal any rifts that may exist. Where frustrations are allowed to simmer and are kept hidden, then healing is not possible.

While we have strong momentum and some history of Interlibrary Cooperation in North Carolina, it is abundantly clear that the newly developed plan prepared by the

Interlibrary Cooperation Committee of the North Carolina State Library Commission and the NCLA Commission on School Librarians provided the strength and the means for a renewing and refurbishing a cooperative environment for all types of libraries that meets all the needs of all people of North Carolina.

## **Cooperating for Continuing Education**

Watch for more from the NCLA Continuing Education Committee. This committee has begun work that will lead to a more coordinated and visible program of continuing education for North Carolina's librarians and library staff. We have many wonderful professional development activities in place thanks to the work of the sections and roundtables of NCLA, the State Library and its implementation of the LSTA plan, the excellent library schools in the state, and the plethora library-related but institutionally sponsored workshops. The Continuing Education Committee can lead the way in making sure that all of us have a good way of knowing what is available and having programming available to meet all our needs. Their work will succeed only if done in an environment of open communication and cooperation among our diverse library community.

Being president of NCLA has been one of the wonderful professional experiences of my career. In addition to having the opportunity to work with librarians and library staff from across all types of libraries in this state, being president has given me the sense that maybe I can help make a difference. Surely, though, the difference is not one that anyone of us makes alone, but only as we work together for the cause of library services to all the people of North Carolina. I thank you for allowing me to be president of NCLA and wish that you might have similar joys and opportunities in your life. I am grateful for those of you who have served as the Executive Board of NCLA. It has been my honor to stand before you and before all the members of the North Carolina Library Association.

# Ergonomics in the Library

by Tamara James and Philip L. Witt

**E**rgonomics is a science that has been around for hundreds of years. In 1713, an Italian physician, Bernardino Ramazzini, wrote in *De Morbis Artificum*:

So much for workers whose diseases are caused by the injurious qualities of the material they handle. I now wish to turn to other workers in whom certain morbid affections gradually arise from other causes, i.e. from some particular posture of the limbs or unnatural movements of the body called for while they work. Such are the workers who all day long stand or sit, stoop or are bent double; who run or ride or exercise their bodies in all sorts of ways.<sup>1</sup>

In the nineteenth century a Polish educator, Wojciech Jastrzebowski, was the first to introduce the term "ergonomics" when it appeared in a Polish newspaper.<sup>2</sup> Ergonomics is from the Greek word *ergos*, meaning "work," and *nomos*, meaning "natural laws." In other words, ergonomics is the laws of work. Not much was heard again about ergonomics until World War II when a great deal of mismatch was discovered between military equipment operators and the equipment they operated. This resulted in significant performance problems for the military.

Today one of the simplest definitions is: *Ergonomics is the scientific study of human work.* Since ergonomics is con-

cerned with the interaction of human beings with tools, machines, and systems involved in performing work and daily activities of living, the following phrase is more comprehensive and summarizes the general approach of ergonomics: *Ergonomics is the science of matching the job to the worker and the product to the user.* The goal of ergonomics is to adapt the job or workplace to fit the person, rather than force the person to fit the job or workplace, with the ultimate goal of making the job or workplace safe, comfortable, and efficient with no adverse health effects.

## Why the renewed interest in ergonomics?

In recent years, concerns about adverse health effects as well as productivity and job satisfaction have increased, producing a renewed interest in ergonomics. Ergonomics traditionally focuses on designing tasks and work environments so that people can work within their capacities. When people must work beyond their capacities they are more at risk for developing musculoskeletal disorders (MSDs). MSDs create major health and financial problems in the workplace. MSD is a term used to describe syndromes characterized by discomfort, persistent pain, impairment, or disability in joints, and soft tissue (muscles, tendons, ligaments, skin, connective tissue), with or without physical manifestations. MSDs account for 66% of occupational illnesses. Slightly over 6 million

MSDs occur each year, requiring lost work time or medical treatment beyond first aid. MSDs are sometimes referred to as cumulative trauma disorders (CTDs).

Factors that place individuals at risk for developing a musculoskeletal disorder in a library or office environment are:

**Repetitive Motion** – performing the same motions repeatedly without adequate recovery time. Examples of repetitive motion are data entry tasks such as in cataloging, and using a hand-held bar code scanner to sensitize or desensitize library materials.

**Awkward Posture** – prolonged use of non-neutral joint positions causing stress to the tendons, nerves, or other tissues. Examples of awkward postures are work performed above shoulder height, such as when re-shelving books, or keying tasks when keyboards are at improper heights.

**Sustained Static Posture** – prolonged use of a single posture, causing static muscle loading and fatigue. Static postures may occur while holding a telephone in one position for a long period of time or when pressing large books down on scanners.

**Forceful Exertion** – any activity that requires excessive force such as gripping, lifting, pushing, or pulling. Examples include pushing book carts

or lifting boxes such as in a receiving area.

**Contact Stress** – compression of tissues between the bone and a hard, external surface such as a table edge. Contact stress can occur on the forearms at computer workstations or from simply holding a pen or pencil too tightly.

Months or even years may pass before the risk factors listed above are identified as sources of an MSD. During this period, a great deal of money and time can be spent to return a worker to good health when the true culprit is the work area design. This underscores the importance of ergonomically-designed furniture and equipment in library work environments. When ergonomics is incorporated into the design of the workplace, exposure to the risk factors (which may lead to a musculoskeletal disorder) can be minimized or eliminated. One case study involving over 200 library employees at a university in the southeast demonstrated that the frequency and severity of pain and discomfort dropped significantly after ergonomic improvements were made to workstations. The average cost of these improvements was \$150 per employee.<sup>3</sup>

Proper planning and attention must be given to the design of workstations and workspace. Some questions that must be answered in order to achieve this include

- Why is there concern over sitting and chairs?
- What features make up an ergonomic chair?
- What is the ideal workstation arrangement?
- Where is the best location for monitors?
- What are lighting requirements for computer workstations?
- How important are accessories (like copy holders, glare screens, and footrests)?
- What about other (non-office) work areas in the library?
- What are the best designs for disabled workers?

### **Why is there concern over sitting and chairs?**

Although musculoskeletal disorders of the upper extremity such as carpal tunnel syndrome are often the focus of the media, most common among office workers is back pain. Cases involving lost work days due to back injuries are four times more likely than cases involv-

ing repetitive motion of upper extremities.<sup>4</sup> Lifting heavy objects is just one mechanism for back pain. The manner in which people are injuring their backs has changed over the years as the number of seated jobs has increased. The adverse effects of prolonged sitting and poor chair design are the culprits in cases of low back pain in office workers.

Humans are designed to be upright, walking, running, and on the move rather than sitting for extended periods of time. Prolonged sitting can be detrimental to health and productivity. Poor sitting posture is actually one of the leading causes of back pain in seated workers. Statistics show that back pain is still the number one reason for lost work time and that approximately 90 percent of Americans will suffer from a significant episode of back pain in their lifetimes. Of those, 7 percent will become chronic back pain sufferers.<sup>5</sup>

Poor sitting as a cause of back pain is multifaceted. Sitting in a typical slumped posture stretches the ligaments and muscles that extend the back. Over time, stretching the ligaments and muscles weakens them so they are less likely to be able to work correctly when called to action. The stretched position causes the back extensor muscles to become chronically active. This low-level activity can cause a decrease in circulation to the working muscles. Alterations in circulation like this can cause pain.

Stress on muscles, tendons, and ligaments is only part of the story when it comes to back pain. Consider what sitting does to intervertebral discs, the "shock absorbers" separating the vertebral bodies. Standing or lying down puts little pressure on the intervertebral discs of the lower back. Simply sitting correctly more than doubles the pressure, while sitting in the slumped position increases the pressure four times. Leaning back into the backrest of the chair relieves much of the pressure. As workers sit poorly over extended periods of time, they subject their discs to prolonged pressure elevations. Also, the slumped posture tends to push discs out of their normal alignment. The nucleus of the disc pushes toward the back and can press against the outer layer of the disc, called the annulus fibrosis. Prolonged pressure could cause a bulge or a herniation of the disc and back pain. Pushing the nucleus toward the back puts the disc at risk of injury from something as simple as bending over and picking up a pencil.

Poor sitting posture causes workers to disrupt the normal curves of their spines.

They create one long, flexed curve. This posture causes stress within the spine at places stress is not meant to be absorbed. It also forces them to sit more on their sacrum and less on their ischial tuberosities (sit bones). Therefore, they put abnormal stresses on their bones, ligaments, tendons, muscles and discs.

In an attempt to make the libraries and offices of today as ergonomically efficient as possible, workstations are designed so that workers hardly have to move. Bodies are poorly positioned and movement is minimized. This decreases the flow of nutrients to parts of the body that are working which results in increased back pain and contributes to musculoskeletal disorders. Many workers stay in the same position much of the day, without proper exercise breaks or altering their work position from sitting to standing, and then don't understand why they have back pain.

Needless to say, the chair is an important component in the total workstation design. The "perfect workstation" cannot be used to its fullest extent if one is unable to sit at the workstation in the proper posture. Well-designed chairs allow workers to function in a supported, healthy position which is crucial for long term health and productivity. Some studies have shown that proper seating can increase productivity anywhere from 40 to 80%. Good chairs have been shown to have a positive influence on reduced error rates.<sup>6</sup>

Providing ergonomically-designed chairs that are correctly adjusted for workers can be shown to pay for itself through reduced medical and workers' compensation costs. Medical costs associated with low back pain are approximately \$20 billion per year. Some estimates of costs (including medical and non-medical) lost to back pain reach \$100 billion per year. The cost to industry from a non-surgical back injury is about \$7,000 and a surgical case is about \$100,000.<sup>7</sup>

### **What features make up an ergonomic chair?**

A well-designed ergonomic chair allows 95% of the population to sit properly while working efficiently at their workstations. Individuals should be able to get close to their work while maintaining proper posture. Movement and postural changes should be easily achieved throughout the day without having to get out of the chair. Listed below are several features to look for when evaluating ergonomic chairs. According to the authors' review of available research and

ANSI standards, chairs should have, at a minimum, the seven features listed below. Different chair manufacturers may choose to incorporate these features into chairs in many different ways. Of prime importance is that all of the chair's features must be easy to reach, and adjustment should be possible while the user is sitting in the chair.

**Backrest** – The backrest is for resting and supporting the back. A backrest should be adjustable in height and should not protrude in order to support the spine. It should be placed high enough to allow space for the buttocks between the seatpan and the prominent area of the backrest to maintain the lordotic curve of the lower back. Unless the job requires the user to lean back much of the day, a high-backed chair is not needed. A small backrest that does not get in the way of turning and reaching for objects is best. The backrest should be mounted so that it moves as the chair moves. Although some believe the backrest must move forward with the body, this movement does not provide lumbar support.

**Armrests** – In general, a person should not rest his arms on the armrests while working. If this occurs, fewer joints participate in performing the movement or activity. The fewer joints participating in the activity, the more stress those joints have to absorb. For example, if a computer operator uses a wrist support or wrist rest while entering data, a motion that once used the shoulder, elbow, wrist, and fingers now uses fingers only. Thus, the fingers are at risk due to a greater amount of stress the fingers must absorb.

If one sits for a fairly short period of time, performs a task, and then gets up, armrests are not needed. If one sits for most of the day, armrests may be helpful if used during rest periods. Armrests should be set back far enough that they do not interfere with sitting or with getting close to the work surface. Also, they should be individually adjustable for height and width.

Many workers carry their shoulders too high because of stress in the upper trapezius muscles (the muscle used to shrug the shoulders). When armrests are adjusted, the shoulders should be dropped to a relaxed position with the upper arms relaxed against the body and forearms either parallel to the floor or slightly angled away from the user. This is the proper

position for armrests.

**Seat Height** – The chair should easily adjust so that the hips are just slightly higher than the knees. This is contrary to how many individuals learned to sit, tilting backwards with knees higher than the hips. This position is acceptable for short periods of time; however, most work tasks are in front of users, therefore they must sit upright to reach their work while maintaining a low back lordotic curve.

**Seat Pan** – The seat pan is the most important part of the chair and many times the weakest. A traditional seat pan should be fairly flat with some contour and should include a high-density foam pad. It should feature a contoured front end or a "waterfall edge" to help relieve pressure from the back of the knees.

Highly-molded seats and edges are not recommended. If a user does not fit the mold exactly as intended, it will be uncomfortable. Even if a person does fit the mold, the chair tends to lock the body in one position and does not foster movement. Also, highly molded seats with a great deal of contouring puts additional pressure on the hips.

The seat pan should adjust front to back. The seat pan depth should adjust approximately 3.5 inches. Since most individuals are proportioned differently from the hip to the knee (femur bone), the length of the femurs should fit in the chair with approximately a fist distance from the back of their knees to the front edge of the chair. This is an important adjustment. If the seat pan is too short, it will make a person feel like he is falling out of the chair. If it is too deep, he will feel too much pressure behind the knees and will tend to perch on the edge of the chair without adequate back support.

The seat pan should freely tilt forward and backward which allows free rocking without additional adjustments to the chair. Locking mechanisms are available, although they are not necessary. Allowing the chair to rock encourages movement. The seat pan should be stable at any angle. In forward-leaning tasks, a forward tilt of four degrees is good. In backward-leaning tasks, 17 degrees is good. If a task requires a large forward tilting angle, a chair that supports the chest rather than the back may be required.

**Tilt Tension** – The tilting seat pan should have a tension adjustment that allows a small person to make full use of the chair and a large person to tilt back without feeling like he is going to fall over. The tension should be kept fairly stiff so you have to use your feet and leg muscles to push yourself back. This keeps the blood pumping out of the legs and back into the circulatory system.

Swollen feet are a side effect of prolonged sitting. Using a chair that free floats forward and back, and has a tension control that can be set so that a person can exercise his feet during the day by pushing back occasionally, is beneficial. This will help pump some of the fluid out of the feet. Also, standing part of the day has been shown to decrease the amount of swelling in the feet.

**Tilt Location** – Biomechanically, it is logical to put the tilting mechanism at the center of mass, which means directly under the seat. In this position, it is easy to move forward and backward. The chair encourages movement without excess effort, and the design of the mechanism is fairly simple. If the tilting mechanism is located close to the knees, the chair tilts backward easily but is difficult to get forward.

### What is the ideal workstation arrangement?

Workstations that are designed for computers typically use adjustable work surfaces, shelves, and drawers, and are well suited to meet the task demands of today and to accommodate the changing work force. The typical worker is no longer a 5'10", 170-pound male. Workstations need to accommodate men and women of varying sizes, and physical abilities, particularly if disabilities are involved. Therefore, adjustability is the key issue. A good workstation should be accessible to all populations, and should be height adjustable to fit whoever is working.

Studies indicate there is a wide range of "preferred heights" for work surfaces and not one true standard height. A work surface should be adjustable so an individual can position himself in a good seated posture with arms positioned correctly.<sup>8</sup> Studies have shown that, if given the opportunity to alternate between sitting and standing at the work surface while performing daily tasks, workers will experience decreased back strain and feet swelling, and pro-

ductivity may actually increase.<sup>9</sup>

Computer workstations should be designed to handle the different components of a computer system (see figure below). There should be adequate workspace for the monitor to be placed correctly (distance and angle); adequate placement of the CPU in an accessible location; height and angle adjustable keyboard surface or tray; and an adjustable mouse surface or tray. The work surface should have sufficient space for general paperwork, reading, and other tasks. All paperwork should be within easy reach. Edges of work surfaces should be rounded or beveled.

Workstation shelves are usually placed over the work surface. Frequently used materials and supplies

should be placed within easy reach without the need to twist, or reach overhead. Heavy items should be stored at waist height; light items should be stored between waist and shoulder height. Small portable file cabinet (pedestal) drawers should pull out easily and should be attached to the work surface to allow for flexibility in work surface height. Pedestals should be placed under the workstation to ensure there is plenty of room for knee space (approximately 36 linear inches). In order to encourage movement within the workstation, place shelves, drawers and files so that they require users to get up to access them. This may mean locating some components such as printers outside the workstation.

Keyboard trays should pull out easily, be sturdy enough to withstand impact force, but not so stiff that they cannot absorb some of the shock. Users should be able to get their legs under the table and the keyboard tray comfortably. The tray angle should be adjustable from a flat position to slightly tilted away from the user in a negative tilt. Height adjustability is equally important. The keyboard should be aligned with the monitor. For jobs that primarily require keying, a high quality keyboard tray should be used.

Shoulder pain in computer users is often caused by poor positioning of the mouse. If the mouse is too high or too far to the side, the shoulder muscles will have to support the arm for long periods of time. This static muscle loading leads to a decrease in circulation, muscle spasms, and pain.

Bringing the mouse into the functional reach position (upper arms at side of body, forearms slightly below the horizontal, and fairly close to the side of the body) will minimize the risk to the shoulders and make mousing easier. For this reason, mousepad trays or a mouse "bridge" which fits over the keyboard should be available for all mouse users. Mousepad trays should adjust independently of keyboard trays. They should also adjust up and down and swing in and out so the mouse can be placed within the functional reach position.

Individuals who injure their fingers while mousing may be holding or clicking the mouse too hard. Adjustable mousing accessories and appropriate input devices that are properly sized to fit a user's hand can solve many mouse-related problems. Trackballs, glide pads, stylus devices, and foot mice are all alternatives to the mouse. For jobs that require intensive mouse use, forearm support boards, which attach to the worksurface and have a large support area as well as a mousing pad, may be an option.

Adjust the seat height so upper arms hang vertically, elbows bent at about 90 degrees, shoulders relaxed, and wrists fairly straight.

Position the monitor about an arm's length away, directly in front of you. The top of the screen no higher than eye level.

Use a document holder close to the monitor rather than laying papers flat.

Mouse should be next to keyboard.

Adjust the backrest to support the small of the back and provide firm support.

Knees comfortably bent with feet resting on floor or on a footrest if the chair must be raised to adjust for height.

Designed by Duke Medical Arts, Duke Ergo Program

In recent years, a number of split and angled keyboards have been introduced. A few studies have shown a positive effect for some of the alternative keyboards; however, most of the evidence shows that these keyboards do little to reduce pressure in the carpal tunnel or significantly reduce muscle strain. One has to significantly ulnar deviate (turn wrists to the side) to the end range to get a significant increase in pressure in the carpal tunnel. The standard keyboard, positioned correctly, with the shoulders in a relaxed position, upper arms at the side, forearms in a slight negative tilt, wrists in the neutral position, hands floating over the keys, and arms free to move, is the best solution.

### Where is the best location for monitors?

The computer monitor is one of the most common pieces of equipment in libraries and offices today. Coincidentally, eye strain is the most common complaint for computer users. There are many causes of eye strain such as the glare from light, poor quality screen resolution, poor screen angle, poor screen height, decrease in eye blinking, dust particles hitting the eye, and pre-existing eyesight difficulties.

Substantial evidence exists for proper monitor placement, although there is still some confusion and disagreement about monitor location. The typical resting gaze for eyes is 15-20 degrees below the horizon. One can comfortably see 10 degrees above or below that. In addition, the head can tilt slightly forward approximately 10 degrees without an increase in muscle activity. Therefore the most comfortable angle for the monitor is anywhere from 15 to 40 degrees below the horizon, depending on what is most comfortable for the user and practical for the workstation.

One thing to consider in monitor placement is the location of overhead lighting fixtures and the location of exterior windows. To avoid both direct glare from external light coming through windows and also indirect glare from light reflected off the screen, monitors should not be placed directly in front of windows. Likewise, to avoid indirect glare from light reflected off the screen, monitors should not directly face windows either. When monitors are angled towards the ceiling, indirect glare can result from overhead light fixtures. Whenever possible, monitors should be placed perpendicular to light sources to minimize the effects of glare. Appropri-

ate window coverings or reduced overhead lighting can help to minimize these effects.

Monitor distance from the eyes can play a major role in eye strain. If the monitor is too close to the eyes, the eye muscles will have to overwork to focus the eyes. If too far away, users may have to squint. The typical focal length for the adult is 28-36 inches. The monitor should be placed somewhere within that distance according to the vision of the user.

Once the monitor is properly positioned, significant eye strain could still be a problem if the operator sits in a poor, slumped over posture. It is not uncommon to see users sitting at the forward edge of the chair, leaning back against the backrest, with head tilted up and forward to see the screen. This position stresses the neck extensor muscles, which are used to keep heads up and parallel to the ground. If the neck muscles are strained, the eye muscles attempt to compensate. The stress on the eyes of doing two jobs instead of one leads to premature eye strain. Also, blinking is helpful to remove dust particles from the eye and to keep the eye from drying out. Yearly eye examinations are also important.

### What about lighting?

Lighting experts recommend using uniform indirect lighting to reduce glare and reflections on work surfaces and VDT screens. Indirect lighting eliminates direct glare and produces diffused lighting that minimizes problems with indirect glare and reflections. Light sources should not be placed within 30 degrees of a worker's horizontal line of sight when his eyes are in the working position, and all light sources should be shielded from workers to avoid direct glare.

In offices with high VDT usage, 20 to 50 footcandles\* is an adequate illumination level for the overall room or ambient lighting. In general, the ambient light level should be lower than the lighting level at the work surface but should not vary significantly so as to minimize contrast. The contrast ratio between the task and adjacent areas should not exceed 3:1.<sup>10</sup>

Task lighting is used to individually light the worker's specific task area. Task

\* Footcandle – the unit of illuminance when the foot is taken as the unit of length. It is the illuminance produced on a surface all points of which are at a distance of one foot from a directionally uniform point source of one candela (formerly candle).

lighting fixtures should be easily movable and changeable so that light can be directed to suit the needs of the individual and the task at hand. The fixtures should have a fully articulating arm, an opaque shade, and an asymmetrical light distribution to help reduce glare, shadows, and reflection.

### How important are accessories?

In some cases, the use of computer "accessories" such as footrests, palm rests, glare screens, document holders, and lumbar cushions may help increase user comfort. Accessories can be an inexpensive way to make a poorly designed work area more tolerable. Manufacturers often use the term "ergonomically-designed" in their advertising literature; however, not all products help and some may actually harm. Listed below are a few of the more common computer "accessories."

**Footrests** – Provide support to the feet and legs when sitting in an elevated chair with feet "dangling." Sometimes a chair must be elevated to accommodate a work surface that is too high. Because unsupported legs and feet can lead to backpain and leg discomfort, using a footrest increases the comfort for these users. Stool height footrests are also available.

**Palm rests** – These attach to keyboard trays and may help keep the wrist in the neutral position and provide a place to rest the hands when not keying. These should not be confused with wrist rests, which most people use to rest their wrists while keying. Resting the wrists while keying increases the pressure in the carpal tunnel area of the wrist and promotes poor keying posture. Proper use of palm rests eliminates both of the problems associated with wrist rests.

**Glare screens** can help reduce glare on monitors, thereby reducing eye strain. Many types of screens are available. Plastic screens should be avoided since there is evidence that they do not adequately reduce glare. Mesh screens reduce glare effectively but they also reduce screen resolution. Coated glass screens are the best option for reducing glare without sacrificing screen resolution. Some guidelines to use in evaluating glare screens are:

- It should be approved by the American Optometric Association;
- It should have antiglare glass and adhesive free;
- Wrap-around models aid in keeping dust off the screen;

- Contour filters keep light from passing between the glare screen and the monitor;
- Antistatic models help eliminate dust.

**Document Holders** – These accessories are highly recommended for most computer work areas to reduce awkward neck postures and reduce eye strain. Document holders can attach to the monitor or be free-standing. Text should be placed as close to the monitor as possible so the focal length for the eye is the same. Ideally, free-standing text holders should be height adjustable. Consideration should be given to the type of item to be held. For working with items such as sheet music or large bound volumes, specialized document holders are available.

**Lumbar cushions** – When chairs have inadequate lumbar support, a lumbar cushion can be used to provide greater support. Some models may help reduce the depth of the seatpan for petite individuals whose chairs are too large and who therefore are unable to utilize the back support.

### What about other (non-office) work areas in the library?

Ergonomics should be incorporated not only into the electronic and computer work areas throughout the library but also into the design of non-office work

areas. For example, circulation desks are not traditional office areas, yet most have a number of computers. Circulation work surfaces are typically designed for standing height since patrons generally stand. Consideration should be given to providing proper seating for employees in these areas. Stool-height ergonomic task chairs should be provided. Adequate knee space and appropriate foot support should be considered as well. Adjustable monitor arms and keyboard trays are also recommended to ensure proper placement of keyboards and monitors.

Circulation and reference desks often require the use of computers that can be shared with patrons. Some libraries utilize a "lazy susan" swivel table. This feature is helpful for patrons but sometimes places employees in awkward work postures when leaning over or twisting to offer assistance. As an alternative, dual monitors allow patrons to view the screen without compromising the employee's posture.

Storage sites and book stacks are other non-office areas where ergonomics should be considered. Simple material handling systems, ladders with electric lifts, or step stools can all aid in reducing awkward postures and the forces demanded by lifting and lowering library materials. Workers in book stacks should avoid reaching over shoulder height to prevent shoulder-related musculoskeletal disorders. Step stools are in-

expensive and allow employees to work at or below shoulder height in most cases.

Receiving areas are ripe for ergonomic improvements, particularly when lifting-related injuries are not uncommon. Through the use of simple, inexpensive, material handling devices, injuries can be prevented. In cases where there is a mismatch between dock heights and vehicle heights, a dock plate may help with loading or unloading vehicles. Scissor lifts are excellent for unloading vehicles in areas where no dock exists. Dollies are invaluable as an aid for moving boxes of library materials. Pallet jacks are highly recommended for libraries that ship or receive palletized materials.

### What are the best designs for disabled workers?

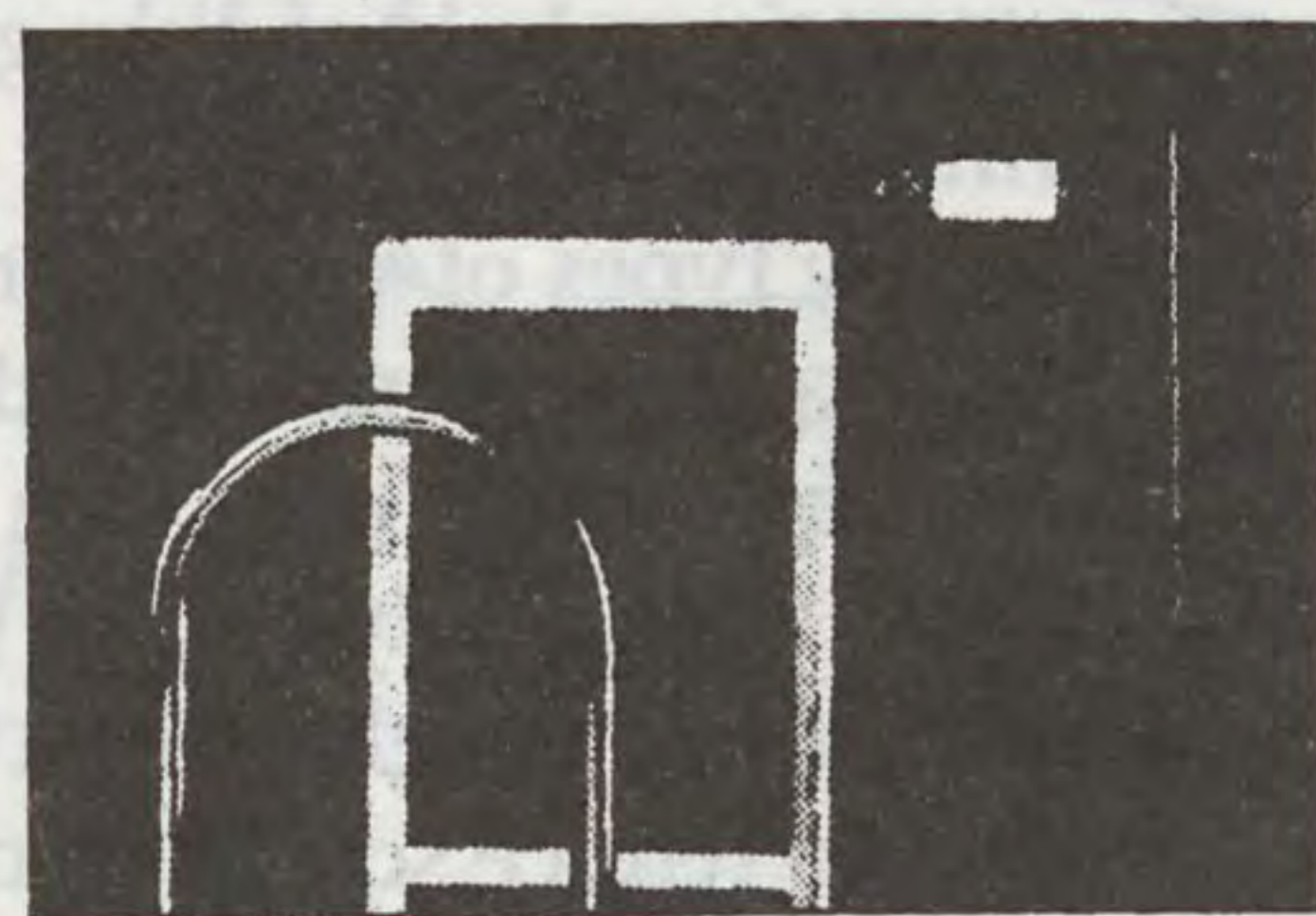
The Americans With Disabilities Act (1990) was the first civil rights law aimed at protecting people with disabilities against discrimination in the most important areas of life. The ADA introduced the notion of "reasonable accommodation." According to the law, reasonable accommodations have to be provided for people with disabilities in order for them to access or retain employment. Because this usually involves modifications to the work environment or work procedures, it is clear that one of the best ways to achieve this is to use ergonomic science and principles. The principles of universal design should be incorporated into workplace designs for disabled employees. These are

**Equitable Use** – The design is useful and marketable for people with diverse abilities. An example is the use of powered doors at entrances to libraries. This type of door allows easy access for all individuals regardless of ability and level of mobility.

**Flexibility in Use** – The design accommodates a wide range of individual preferences and abilities. An example would be purchasing keyboard trays that are designed for using a mouse on the left or right side of the keyboard. This accommodates left-handed or right-handed individuals. This design also allows users to switch to using the other hand when one hand is fatigued or injured.

**Simple and Intuitive Use** – The design is easy to understand regardless of experience, knowledge, skills, language, or concentration level. An

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example is the use of instructional signs that utilize diagrams and provide clear instructions without text. "No smoking" diagrams that display a cigarette with a bar through it are intuitive and are easy for everyone to understand.

**Perceptible Information** – The design communicates necessary information regardless of ambient conditions or the user's sensory abilities. For example, elevators in libraries could better communicate floor numbers and materials on each floor through the use of tactile, visual, and audible displays. This information would provide users who have sensory disabilities the ability to better navigate the facility.

**Tolerance for Error** – The design minimizes hazards and the adverse consequences of accidental or unintended actions. An example would be making sure that computer screens for catalog systems allow users to easily correct mistakes without penalties. In other words, pressing the wrong key should not send you back to the beginning of a search.

**Low Physical Effort** – The design can be used efficiently and comfortably with minimal fatigue. An example in libraries is the use of door levers rather than door knobs. Levers can be easily opened using a fist or an elbow, whereas knobs require gripping with the hand.

**Size and Space for Approach and Use** – The approach, reach, manipulation, and use is appropriate regardless of the size, posture, or mobility of the user. In libraries, an example is the use of security/entry gates that can accommodate users in wheelchairs as well as users carrying briefcases, bookbags, or pushing strollers.

### Summary

Libraries involved with long-term furniture planning have the opportunity to see dramatic, positive effects on the health and productivity of their employees by purchasing furniture that adjusts to fit individuals. Spending slightly more for a chair or workstation now can save workers' compensation benefits, which can amount to thousands of dollars.

There is an important trilogy to consider when thinking about ergonomics: education, training, and product. Through education, the well-being

of employees can be improved by explaining why it is important to sit correctly, alter posture often, adjust furniture and equipment, and by demonstrating and reinforcing good sitting posture. Teaching the "how and why" to adjust furniture, establishing a program of healthy work breaks, and purchasing furniture and equipment that meet the criteria presented in this article, are steps in the right direction toward reducing certain health problems. These changes will likely contribute to increased productivity and a more pleasing work environment.

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### Errata ...

In Summer North Carolina Libraries, the photo captions on pages 55 and 56 were reversed. Please excuse this error.

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# Clearing the Air: Indoor Air Quality and Employee Health

by Betty Waynick

**L**ook around you, and listen. Is your work area stacked with papers, books, serials, old and new? Are the people around you coughing, rubbing their eyes, forever telling you how tired they are, or constantly plagued with sinus infections, bronchitis, and colds or flu? There may be a correlation between these two situations. Even minor alterations in the work environment could make a difference in the health of employees in the workplace. This article is not designed to give technical jargon on either the medical aspects or building mechanics of indoor air health problems, or provide engineering solutions. Rather I intend to start with the most basic and inexpensive changes possible in the workplace and progress to a few more complex and costly efforts that can be made to protect the health of employees in libraries.

According to the Asthma and Allergy Foundation of America one in five Americans suffers from allergies, or approximately 54 million people.<sup>1</sup> The facts presented in this article suggest that the figure may be even higher among librarians. In 1993 the EPA estimated that pollution indoors is consistently two to five times greater than outdoors. Since the average American spends at least 90% of the workday inside, it is increasingly important to have the best quality air possible in our buildings. Documentation has shown that the indoor environment is having a marked effect on worker's health. Approximately half of

the health problems plaguing American workers are in fact cold, flu, and allergy related illnesses.<sup>2</sup> This is an enormous health problem and a drain to both the pocketbooks and the productivity of library and other workers. Many of these problems may be caused by factors in the work environment. Most of the following environmental problems are at very elevated levels in the library setting. Don't panic as you read through this article; the first three aspects mentioned below can be controlled mainly through an awareness of the situation and a joint effort of the staff and management to improve it.

## **Scents and other controllable irritants that can be avoided.**

In the average person, the sense of smell is remarkably acute. Odors travel directly from receptors in the nasal passages, called nasal epithelium, to the brain. These receptors are the only nerve cells in the body exposed to the open air. As few as 12 molecules can excite a receptor and as few as 40 cells can induce the sensation of smell.<sup>3</sup> People's sensitivity to chemicals is higher at night than during the day. Since your building accumulates pollution all day, the night staff should receive special consideration.<sup>4</sup>

The two seconds that it takes you to put on perfume or highly scented aftershave in the morning can spoil a coworker's day, or perhaps several days. Though most people don't think of it as such, perfume is a soup of chemicals that can contain formaldehyde and other po-

tentially irritating substances causing eye, nose and upper respiratory irritation, asthmatic reactions, headaches and dizziness. The high dust levels in libraries can further aggravate these reactions. Just as smoke-free buildings are becoming commonplace for the health of employees, groups of sufferers now advocate the establishment of fragrance odor-free zones in buildings.<sup>5</sup>

## **Clutter: dust mites, molds and other inhaled substances, and ways to improve the situation.**

Most libraries are very concerned about the preservation of their book collection. Endless workshops and articles are devoted to this subject. Yet many of the problems that attack books and other materials are also harmful to the people who process, catalog, and otherwise deal with these materials. Clutter and dust seem to be a ubiquitous part of library office and shelving areas. Libraries are virtual dust reservoirs, and this coating provides a haven for mites and a variety of bacteria. The dust alone that accumulates in a library can cause asthma or allergic rhinitis, a serious inflammation of the mucous membrane. Because susceptibility to dust mites and other organisms that live in dust increases with exposure, a person who is not sensitive now could become so over years of working in the same environment.<sup>6</sup> The bacteria that live in dust should also be of definite concern to workers. Samples of this bacteria have been shown to contain "a class of biological molecules with

certain characteristic toxic effects" called endotoxin.<sup>7</sup> While endotoxin is prevalent in both indoor and outdoor air, it can sometimes reach dangerous levels in an enclosed space. The healthy immune system fights off harmful bacteria all the time, but with prolonged exposure this system can accumulate an overload and finally start to break down. The bacteria that causes Legionnaires' disease is well documented; recently endotoxins have also been implicated in other types of pneumonia such as hypersensitivity pneumonitis and organic dust toxic syndrome.<sup>8</sup>

One of the least expensive, if not easiest, solutions to the dust problem is a regular cleaning schedule. This includes routine vacuuming and dusting with a damp cloth, which should be done several times a week in heavy traffic areas. (There will be more about dusting later.) Finding a consistent and regularly scheduled way of dealing with the mountains of paper, books, committee minutes, and other materials that accumulate is a good way of dealing with clutter. This accumulation includes all of the things which were originally going to be temporarily stored on a desk, but ten years later are still lying on the farthest reaches of a bookcase or table.

Molds and mildew are also associated with older books and papers that have likely been stored in a backlog area or closet. Most libraries receive a steady flow of gift books, many of which contain mold spores. The spores found on these objects present a threat not only to the infected material but also to the existing collections and, of course, to the unsuspecting workers who process them. Preservation departments are fully aware of this problem and provide adequate protection to their materials and staff. Unfortunately, protection is not always available in the central technical services areas of many libraries where the question of humidity levels and the possibility for isolating offending materials becomes paramount to protecting staff.

A steady, controlled temperature and humidity setting can help tremendously with the control of molds. If the humidity gets above 65% or the temperature above 70 degrees, there is a good chance that ever-present mold spores will begin to grow.<sup>9</sup> These spores can quickly enter the air conditioning system and spread throughout the library. In addition to increasing the breakdown of older books through the creation of sulfuric acid, high humidity also makes other indoor pollution more

intense. It speeds up the out-gassing of chemicals from furnishings by releasing formaldehyde and other volatile organic compounds from materials such as particle board, polyurethane foam and other products commonly used in modern office, as well.

Inhaled chemicals also pose a growing problem for the library community. A casual browse through a large bookstore, to those who are sensitive to smells, can be a trying experience. Just walking in the front door can immediately irritate the eyes and nose of those people who are most susceptible. The papers and covering materials for books, and especially serials, have much more chemical processing than ever before. In libraries, add to this publications from other countries that may contain insecticides, and books just entering the building from an outside bindery. Newly bound materials contain adhesives, and many are covered with extensively processed coating and finishes. The number of chemicals that the library worker must deal with is staggering.

Reducing chemical and all indoor air pollution requires both a sufficient intake of outdoor air and good air flow within the workspace. While a well maintained HVAC (heating, ventilation and air conditioning) system is essential, other more easily obtainable measures also are important. The room partitions and shelving that are currently standard in most offices and libraries can block air flow. One way of dealing with partitions is to buy ones that stand on legs, with a foot or more of air space at the bottom. They also should be made no higher than is absolutely necessary for privacy. Shelving, too, should contain as much air flow space below, above, and between units as it is possible to provide.

### **Cleaning agents: what does clean really mean?**

What do you think of when cleaning is mentioned? If cleaning to you means pulling out the ammonia filled aerosols for windows or other widely advertised sprays for dusting, and the wax that smells like shoe polish for furniture, then you could be endangering your health in a very big way. All of the cleaners promoted by the major magazines and by television add to the air a significant number of unhealthy chemicals, some of which cause cancer. If several people decide to polish their desks on the same day in a closed workspace, the petroleum distillates alone could reach dangerous levels. When this happens it is likely that the next day some people

will be so ill that they will be unable to come to work; others will show signs of respiratory distress. Headaches, fatigue or asthma attacks may be evident that same afternoon in workers who are at all sensitive to chemicals.

There are much safer ways to accomplish the goal of cleaning your workspace while keeping the air clean. The truly safe products are "old-fashioned" formulas such as borax, vinegar, and baking soda. A number of popular books give detailed recipes for making your own cleaners, and commercial cleaners which use nontoxic agents are available to your janitorial staff. Possibly the most important cleaning task in the library is removing the layer of dust which accumulates overnight. This is best accomplished by using no cleaner at all, but only a damp cloth. Hepa (high efficiency particulate air) vacuum cleaners are also a necessity in the library environment. These vacuums remove even very fine particles from the air and do not redistribute the dust as most regular vacuums do. In an article on healthy cleaning in the online periodical ENVIROS, Frank A. Lewis mentions seven cleaning fundamentals for environmentally safe cleaning.<sup>10</sup> Among these are safety and cleaning for health first and appearance second: removing the maximum number of pollutants from the workspace while adding as few chemicals, particles, and as little moisture as possible.

It is most important for the library manager to know what products both the cleaning staff and employees are using in the building and request that specific non-toxic items be used. This is especially important with such routine tasks as vacuuming and washing windows, and with major jobs like the regular cleaning of carpets or stack areas.

### **More complex issues: HVAC systems, filters, and fresh air.**

Although HVAC (heating, ventilation and air conditioning) systems are the key to healthy, safe indoor environments, they can be extremely expensive to replace or even upgrade. Before this option is considered, try a few simple measures that can make a noticeable difference in your system. Air conditioning equipment is designed to be most efficient with a clean filtering system. Even the best system cannot function properly with clogged airways or dust encrusted filters. The next time you are under an air or intake vent, notice the visible grids. If you touched or unscrewed the vent, would the floor be inches deep

in dust and grime? The air that employees breathe passes through these vent systems. A regular maintenance schedule is needed to keep the filtering system as free of contaminants as possible. Most libraries need extra heavy duty filters because of the enormous amount of dust that they must handle. If your library is part of a larger organization, housekeeping and physical plant may have to coordinate their efforts, the physical plant first turning off the system for a brief time so that the housekeepers can properly clean the vents. Thorough protection also must be provided to the housekeeping or other cleaning staff who vacuum the vents. Any type of vent cleaning should be done at a time when other staff are out of the building so that the system will have enough time to clear the dust that has been introduced into the air from the cleaning.

Managers should know how the HVAC system is being maintained and that appropriate filters and cleaning schedules are in place. It also is important to determine if older procedures implemented in the early 1970s are still being used. In response to the oil embargo of the 70s, conservation measures were introduced that affected the operation of HVAC systems. Closing down the system at night, reduction of airflow during peak usage hours, and the reduction of outdoor air to a minimum are practices that may still be in effect in your library. ASHRAE (American Society for Heating, Refrigeration and Air Conditioning Engineers) has set standards for air movement based on the number of occupants in a building. The library or building manager should be acquainted with this and other air quality standards and their frequent revisions.<sup>11</sup>

### Planning for renovation.

Renovation seems constant in some libraries, while in others it happens much less frequently, but most employees have experienced at least one major renovation of their work space. This poses not only the risks of lung damaging dust and chemical contamination, but also the challenge of choosing new furniture, office partitions, and carpeting. It is important that planners not only have layout, aesthetic, and functional concerns on their agenda, but also consider the comfort and safety of staff. The following concerns should be considered.

The actual construction process poses problems that must be discussed in detail with the contractor. Workers near the construction must be isolated from the work area as much as possible, either

by moving them to a safer area or by sealing off the work site. Temporary exhaust ventilation systems should be installed so that air contaminants can be exhausted directly to the outdoors, protecting workers from paint fumes, construction dust, adhesives, and other harmful substances.<sup>12</sup> For major projects like asbestos or lead paint removal, strict federal guidelines have been set; however, for the more routine projects such as installing new carpet, reconfiguring and painting walls, there is no set standard. Contractors often provide only the most rudimentary controls for protecting the staff, who are often expected to work in the very heart of the affected area.

All furniture, partitions, carpet, and carpet glues should have the lowest levels of toxic emissions possible. All of these products can contain noticeable amounts of formaldehyde. Copiers and laser printers, both of which emit ozone, should be as far from the workspace as possible. Ideally copiers would have their own separate room ventilated directly to the outside. New carpets should be aired out if possible before installation for a week or so. Large fans running constantly for several weeks will allow any chemicals in the carpet to dissipate much more quickly.

### Planning for a new building.

All of the above suggestions also apply to a new building project. In addition, the physical location of a new building must be considered. Often the library manager has no control over the site that is chosen, but several factors can be dealt with before construction begins. A soil analysis can determine if the ground is contaminated with radon, oil from improperly stored fuel from an earlier inhabitant of the space, or other chemical peculiarities that might later affect people working in the building. Noting what industries, utilities, or major roads are located nearby will give the contractors a better idea of where air intake vents should go, so that the outside air being drawn into the building will be as clean as possible. The workers in the building should be shielded from major generators or other high power sources. Loading docks or other parking areas where diesel fuel or other gases might accumulate should be as far as possible from both air intakes and doors that will be constantly in use. For an excellent explanation and list of considerations for both renovations and designing a new building, see the Bush and Enssie article cited in note 11.

You are probably beginning to real-

ize that keeping the library environment safe is a very delicate balancing act. Improving the working environment requires both concerned and knowledgeable management and channels of communication for employees to express concerns related to their health and the building in which they work. By working together, all staff members can identify, monitor, and eventually eliminate dangerous situations. These efforts should lead to better health, more job satisfaction, and higher productivity for all workers in the library.

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## Selected Indoor Air Quality Resources on the Internet

Allergy, Asthma & Immunology

Online <<http://allergy.mcg.edu>>

American Industrial Hygiene Assoc.

<<http://www.aiha.org>>

American Lung Association

<<http://www.lungusa.org>>

American Society of Heating,  
Refrigeration and Air-Conditioning  
Engineers

<<http://www.ashrae.org>>

Asthma and Allergy Foundation of  
America <<http://www.aafa.org/>>

EnviroCenter

<<http://www.envirocenter.com>>

Environmental Health Center

<<http://www.ehcd.com>>

Environmental Health Clearinghouse

<<http://infoventures.com>>

(NIEHS)

Environmental Protection Agency

<<http://www.epa.gov/iaq/>>

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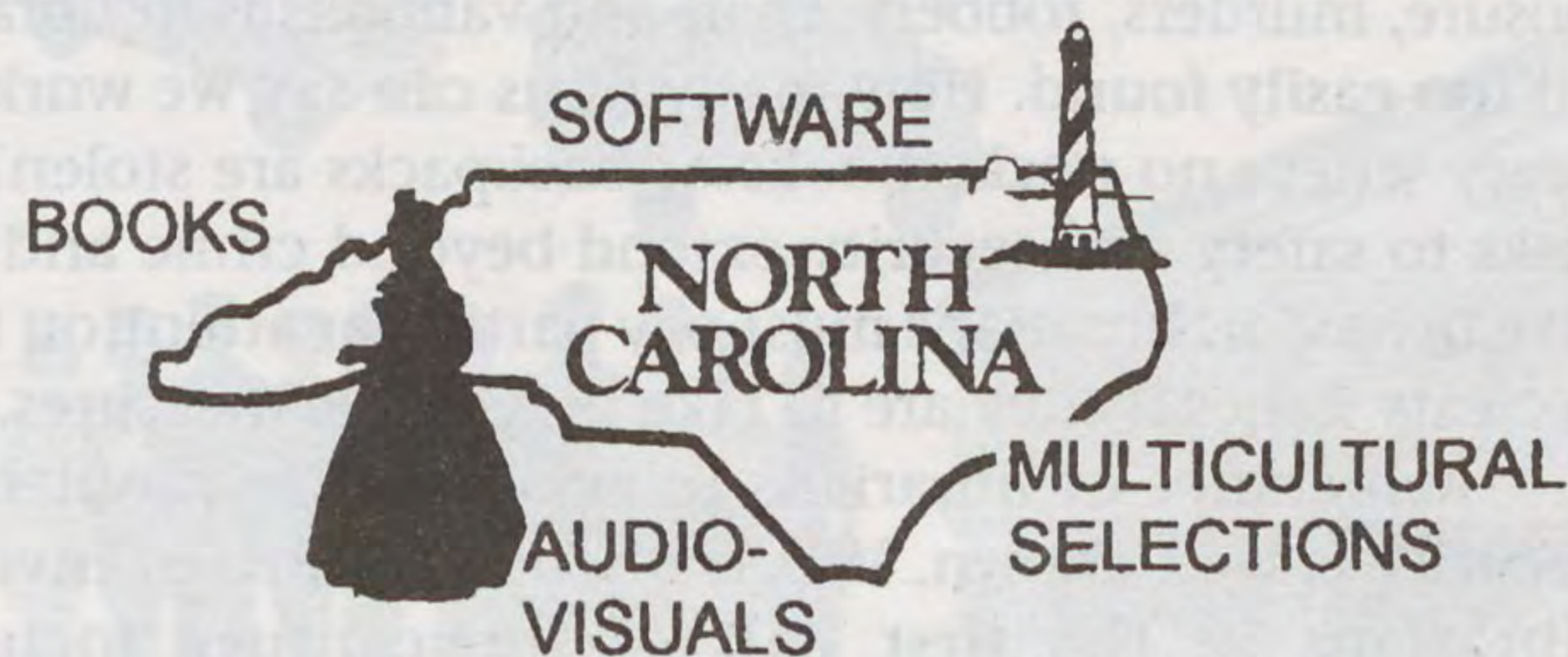
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# Hours, Safety, Security Concerns: Issues, Context, Resources, and Checklists

by Margaret Foote and Teresa L. McManus

**R**eports of libraries offering extended hours of service, sometimes rumored to be twenty-four hours a day, seven days a week, have been circulating in North Carolina. Interest in extended hours is widespread. Consider, as an example, three responses to a user satisfaction survey at Fayetteville State University's Charles Chesnut Library, Spring 1999:

I think that there should be an all-night open use computer lab and the library should operate twenty-four hours instead of just specified amounts of time.

I really think that the library should look towards having an all-night library for those who have jobs and just cannot get to the library in the time that is set.

The library is closed during holidays when students who work would be able to access these services. This is not true for NCSU and UNC libraries.

To learn more about safety and security concerns related to extended hours, and to gather data on hours and pressures for extended hours, the authors sent surveys to 200 public and academic libraries in North Carolina in March 1999. Survey results show North Carolina libraries are facing pressures to increase hours, and that two-thirds of all respondents (68% from academic libraries and 67% of respondents from public libraries) consider safety and security concerns to be of medium to high importance as factors in decisions about extending hours.

Protecting library resources, facilities, equipment, staff, and patrons, often with no increase in staff and a reduced level of activity, is a challenge in the context of increased hours of service. Being concerned about safety and security is realistic, as recent headlines from the June/July 1999 issue of *American Libraries* attest: "Murder Rampage Culminates in Colorado High School Library" and "Gunman Kills Two at Mormon Library."<sup>1</sup> Understanding threats to and vulnerabilities of libraries, and the extent to which increased hours magnify security and safety challenges, is important for preventing losses and promoting safety. This article provides an overview of security issues in libraries, summary data from survey

respondents, and bibliographic resources for library administrators interested in enhancing safety precautions during regular and extended hours.

## Overview of Library Security Issues

Security and safety concerns in libraries extend beyond issues of crime. Natural disasters, accidents, and emergencies are potential risks to safety. Injuries and emergencies occurring during periods of minimal staffing present a somewhat different set of challenges than those occurring during higher levels of staffing. Fewer staff are available to assume responsibilities for evacuating the facility, contacting emergency care providers, and managing the situation to prevent additional injuries or accidents.

Search terms that are useful for researching safety and security issues in libraries include "crimes in the library," "librarianship — occupational hazards," "working conditions," "safety measures," and "problem patrons." News accounts of bomb threats, anthrax hoaxes, arson, hate crimes, indecent exposure, murders, robbery, theft and vandalism in libraries are all too easily found. How many of us can say we work in a library where no pocketbooks or backpacks are stolen? While risks to safety and security extend beyond crime and disruptive behavior, librarians must pay particular attention to these security issues if they are to take preventive measures.

Reluctance of librarians to acknowledge problems with security is well known. When discussing "loss of inventory," librarians in the first half of the century focused on misshelving. Ralph Munn's 1935 article in *Library Journal*<sup>2</sup> was indicative of a shift in librarians' thinking about "missing" books.<sup>3,4</sup> Thomas Shaughnessy describes a second shift in librarians' thinking about library security issues in 1984:

The problem today is not simply preventing the theft of resources ... the whole question of library security is a much larger, more complex matter. The emphasis continues to be on the physical safeguarding of materials; however, the concept must be extended to include the safety of data and files, as well as the

personal safety of employees and library users.<sup>5</sup>

The increase in the number of articles in *Library Literature* dealing with library security in the 1960s as compared with the 1950s (385%), and the addition of subject headings in *Library Literature* for "vandalism" (1964) and "library protection systems" (1970) are indicative of librarians' growing attention to many types of security issues.<sup>6</sup>

Recognition that staff and patrons may themselves perpetrate acts of disruption or violence is increasingly evident in the literature. Writing about "insider" crimes in 1998, Sara Behrman gave examples of "fraud, embezzlement, theft, larceny, mutilation of library materials, falsification of records, misuse of public funds, policy violations and harassment."<sup>7</sup>

Do libraries have particular characteristics that make them vulnerable to crime? On the basis of the data collected from over 1,700 libraries,<sup>8</sup> Alan Jay Lincoln concluded that major risk factors for libraries are "ease of access" and the library's hours of operation:

The schedules of many libraries may facilitate crime and disruption. Often the library is the only public building that is open after dark and on weekends. The late night hours can be particularly problematic.<sup>9</sup>

Safety and security, already a challenge for libraries during regular hours, are even more challenging during extended hours. In 1990, Mary Ellen Heim stated that the four factors to consider when expanding hours in an academic library setting are "security, staffing, funding, and public relations."<sup>10</sup> Heim defines security as "the protection of people, collections, and facilities," and adds that "the questions of what safety measures must be addressed and who will be responsible for taking them is a high priority consideration."<sup>11</sup> In their 1998 discussion of academic library hours, Scott DiMarco and Scott Van Dam concurred: their concerns were staffing, services, and security, the latter including the safety of employees, patrons, and the facility and its contents.<sup>12</sup>

With regard to extended hours and incidents of crime in libraries, Alan Jay Lincoln reported in 1984 that libraries in North

Carolina were more likely to change the schedule than libraries in other states as a response to crime and disruptive behavior:

Thirty states never had to close a library as a result of crime and disruption. Twenty of the states reportedly never changed their hours because of crime. Among the states that did have these problems, California was most likely to have closed a library, and Tennessee was most likely to have closed a branch due to crime. Changing the schedule occurred most frequently in North Carolina.<sup>13</sup>

Since then, at least one library in North Carolina has closed due to problems with crime.<sup>14</sup>

Why are libraries extending hours despite clear indications that such an action may magnify security and safety challenges? North Carolina libraries, like libraries elsewhere, are experiencing rising expectations and demands for increased hours. Whether rising expectations for increased access are ultimately due to general socio-economic conditions and trends, or to other causes, the result is the same. To meet the needs of library users, libraries are under increasing pressure to extend hours.

People care about when the library is open. Since 1981, *Library Literature* has published at least 66 citations of articles about library hours, 38 by U. S. authors and 28 by European. Organized protests may occur when hours are reduced. Patrons may petition to restore hours. Voters may approve increased support or oust politicians blamed for reductions in hours. Library staff may organize action to address concerns about library hours. "Enthusiasts" who want the library open twenty-four hours are not limited to North Carolina or the United States. The challenge for librarians is to meet the needs of library patrons while responsibly doing all possible to reduce safety and security risks, a challenge more difficult to overcome when hours are extended.

Librarians are correct to take potential threats seriously. By becoming knowledgeable about preventive steps, they can address perceptions about the safety and security of staff, pa-

**Library Hours: 8 a.m.-9 p.m.**  
Full Services & Full Access

**Library Hours: 9 p.m.- 8 a.m.**  
Limited Services, ID Required

**EXTENDED HOURS?** What about  
SAFETY of Users & Staff?  
SECURITY of Property, Equipment?  
STEWARDSHIP of Resources?  
STAFFING? FUNDING? Hire a Guard?  
LIMIT SERVICES? RESTRICT ACCESS?

trons, and resources. Perceptions do matter, and perceptions of increased vulnerability in the wake of the Littleton, Colorado, high school shootings have heightened fears of crime in public places. While it is true, as William Moffitt noted in 1994, that "There is nothing inherently 'libraryish' about violent crime ... it occurs in all sectors of society,"<sup>15</sup> librarians' concerns about taking steps and actions to address safety and security concerns are realistic, responsible and necessary.

### North Carolina Libraries: Hours of Service

In March 1999, we mailed out a survey on the security and safety issues accompanying the extension of hours to the directors of 200 North Carolina libraries, 72 public and 128 academic. The latter includes the 16 UNC campuses, the 56 community colleges, 9 AHECs, 3 health sciences libraries, 5 law libraries, and 39 private colleges. The deadline for returning the surveys to the authors was April 19, 1999. Of the 200 surveys mailed out, the authors received 143, or 71.5% in return, 100 (50%) from academic libraries, and 43 (21.5%) from the public libraries.

The survey began with two questions. First, directors were asked if inquiries about extending hours in the last twenty-four months had been made at the library. Second, they were asked if their libraries had considered extending hours in the last twenty-four months. The answer to each question was either yes or no. If a survey respondent answered "no" to both questions, he or she was asked to stop at that point and return the survey. If either or both questions were answered with a "yes," the respondent was instructed to complete the remaining survey questions. Of the 143 surveys received, forty-seven, or 32.9 percent, answered "no" to the first two questions. A few respondents, however, did answer some of the additional survey questions. In one instance, an academic library extended its service to twenty-four hours, five days a week, more than twenty-four months ago.

To develop a complete picture of library hours in North Carolina, we sought information about a library's current hours of operation. Descriptive summary data on library hours is provided below:

	Sun.	Mon.	Tues.	Weds.	Thurs.	Fri.	Sat.
Average	0	13.2	13.2	13.2	13.2	8.5	2.1
Minimum	0	9	9	9	9	4	0
Maximum	0	14.5	14.5	14.5	14.5	13.5	8
<i>Community Colleges (27 respondents provided hours)</i>							
	Sun.	Mon.	Tues.	Weds.	Thurs.	Fri.	Sat.
Average	10.7	16.3	16.3	16.3	16.3	12	8.6
Minimum	8	14	14	14	14	9	6
Maximum	15	24	24	24	24	22	13
<i>Constituent Institutions in the University of North Carolina System (13 respondents provided hours)</i>							
	Sun.	Mon.	Tues.	Weds.	Thurs.	Fri.	Sat.
Average	9.6	15.4	15.4	15.4	15.3	9.9	7
Minimum	5.5	14	14	14	14	8.5	3
Maximum	14	17	17	17	17	13	13
<i>Independent and Private PostSecondary Institutions (21 respondents provided hours)</i>							
	Sun.	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.
Average	1.3	10.4	10.7	19.5	10.6	8.7	7.2
Minimum	0	0	5	4	5	5	4
Maximum	4	12	12	12	12	11.5	9
<i>Public Libraries (37 respondents provided hours)</i>							

No libraries reported being open twenty-four hours, seven days a week, with services. North Carolina State University, rumored to have twenty-four hour, seven-day-a-week service during academic semesters, actually closed from 10:00 p.m. until 9:00 a.m. the following morning on both Friday and Saturday nights during fall 1998 and spring 1999 semesters. NCSU reports that "between midnight and 7:00 a.m., building access is limited to individuals with a current university picture ID." Some libraries are experimenting with twenty-four hour service during exam times, as did Greensboro College. Duke University's Perkins Library reports its old building is available by key-card access to students twenty-four hours, seven days a week; however, there are no library services connected with the privilege.

As expected, academic libraries are more likely than public libraries to report pressures to experiment with extending hours to the twenty-four hour model. Library administrators' comments show concern that, while demands and pressures for extending hours exist, actual use is too low to warrant opening extended hours. Additional concerns are that the library is being used as a study hall or a computer lab, with limited services and restricted access during extended hours.

### North Carolina Libraries: Extending Hours

In seeking information about the extension of library hours, we began by asking who had expressed interest in increased hours of operation. For academic libraries, the survey respondent was given three choices: students, faculty, or administration. For public libraries, the choices were community users, library users, and others. The respondent could circle one or more of these sources. Who, then, was most interested in extended library hours? For academic libraries this demand was made by students, followed by administrators, and then faculty. In some surveys the request came from students and administration, students and faculty, and, in eight cases, students, faculty, and administration. One respondent noted that extended library hours had been a recommendation of a SACS (Southern Association of Colleges and Schools) study. Another reported that staff had requested extended hours; a third noted

the request came from the public; and a fourth mentioned an outside source. For public libraries, library users requested extended hours the most, followed by community organizations, and then others, one of which was identified as the town council.

Had the respondent's library extended hours in the past twenty-four months? The majority of academic and public library directors reported that extending their hours of service had been considered. Thirty-two academic libraries extended their hours (one for a short time); thirty-four libraries chose not to extend their hours. Eight public libraries extended their hours; thirteen did not.

What were the primary concerns held by the directors about extending library hours? The majority of both academic and public library directors clearly answered that their concerns were staffing and funding. A number of comments were made about the lack of funding to increase staffing for extended hours. One public library director mentioned that Sunday hours had been proposed for the winter, but the library had not yet received funds for those hours. Many respondents lamented the lack of staffing for extended hours, or the strain on current staff who had to provide the extra coverage. A public library director specifically mentioned an overworked staff, and added that his library was considering cutting

hours at certain locations. An academic library director wrote that, even though they wanted to serve their customers, there was not enough staff to cover extra hours. Several wondered if low usage would justify the costs of keeping the library open, and one respondent reported that, having tried extended hours, usage was so low the extended hours were canceled.

Although much emphasis was placed upon staffing and funding, safety and security were critical concerns as well, especially for the directors of academic libraries. The security of patrons and the library building was mentioned by one director; another was concerned about the security of student workers at the circulation desk until 2:00 a.m. Once again, funding came into play. Wrote one respondent, "Staffing, funding!" Another respondent noted the costs of keeping the facility open, including heating, cooling, and security. Another wondered "whether enough students would use the library to justify extra expense in salaries, heat/air, and security." Still another commented, "Staffing, costs, security." That simple statement expresses the chief concerns of library directors when considering extending library hours.

Library directors were asked to describe any extended hours and any restrictions on access or limitations on services that would apply to the extended hours. In general, public libraries offered full services in their extended hours. For academic libraries, extended hours fell into two large categories. First, a number of libraries offered extended hours only at exam time. One library, for instance, provides twenty-four hour access during final exams; between 11:00 p.m. and 7:00 a.m. a security guard staffs the building with some student workers. A few libraries are open longer hours throughout the semester, but are used as study halls or computer labs. Staffing is minimal, and there is no library service, such as reference, open to patrons.

Directors also were asked if library access during extended hours was restricted to a particular clientele. The large majority of respondents from both academic and public libraries stated there were no restrictions for clientele. One academic respondent noted that after midnight the library was available only to those who had a key-card. Another stated that only students and staff with the appropriate identification were allowed access to the library. A law library and a medical library reported that access to their libraries was restricted to their particular patron group.

Library directors were then asked if all library services were available during extended hours. Most of the public library directors responded that all services would be available; one did note that there was limited access to the public library's history room on weekends. Slightly more than half of the academic library directors stated that some library services were unavailable to patrons during extended hours. Generally, one or more library departments, such as reference, media, circulation or special collections, were closed. In some cases no professional librarians were available to offer service. In short, full library service is not always available to patrons during the extended hours.

### **North Carolina Libraries: Security and Safety**

We next asked several questions about the issue of security and safety. Library directors were asked to rank the importance of security and safety as a high concern, a medium concern, a low concern, or not a concern. Twenty-nine academic libraries ranked security as a high concern; fifteen ranked security as a medium concern; sixteen a low concern; four, not a concern. Among public libraries, nine ranked security as a high concern, six ranked it a medium concern, four a low concern, and three not a concern.

Directors were asked to expand upon their response con-

cerning security, and twenty-two academic library directors and six public library directors did so. Security for staff was mentioned; in at least two academic libraries security guards are used during hours of operation. One respondent reported that campus police had been responsive to library needs; another noted that a campus security guard is available on campus twenty-four hours a day, and hand radios were available in the library for getting in touch with the guard. Those in rural settings expressed fewer fears about safety. Again, staffing was mentioned as a concern. Security becomes a major challenge for one academic library if staffing is down due to illness. A public library director stated that "when the staffing level is too low, abusers of library services have ample opportunities to strike."

Library directors were then asked to describe any steps or actions taken to address security and safety concerns during extended hours. One public library director responded that security was not a concern because the library branch with extended hours is located across the street from the local police station. Not all academic or public libraries have such an ideal location. One solution has been to install security cameras at all egress doors (although the librarian who reported this mentioned that this was done out of general concern, and not just because of extended hours). Academic libraries rely more on campus police. In some cases campus police visit the library; in others, library staff stay in touch with campus security by phone or walkie-talkie. Others have hired security guards, although one library's request for a security guard was not granted by campus administration. Escort service for students leaving the library is offered on some campuses.

### **Survey Conclusions**

The majority of respondents reported pressures to extend hours, and more than two thirds of respondents reported considering safety and security concerns as factors of high to medium importance in making decisions about extending hours. Common patterns for libraries that have extended hours to the twenty-four hour model are to limit staffing to students or a security guard, open only part of the building, restrict access more than during regular hours, and limit services offered during extended hours. No libraries were reported to be open twenty-four hours a day, seven days a week, with library services.

### **Bibliographic Resources for Learning More About Library Safety and Security**

Resources available to assist librarians in taking preventive steps and in being prepared to cope with safety and security issues are included in a bibliography at the end of this article. Additionally, the Buildings and Equipment Section of the American Library Association's Library Administration and Management Association has a Safety and Security of Library Buildings Committee which addresses these issues. The charge to the subcommittee is "to deal with issues related to the safety and security of persons and property in library buildings; to promote safety measures in building design, interior organization, alteration, equipment and furnishing, selection, and collection maintenance."<sup>16</sup> A Security Guidelines Subcommittee of this Committee developed "Library Security Guidelines;" a draft document of these guidelines was posted to the Committee's Web site on April 12, 1999 (and, by the time this article is published, will have been finalized).<sup>17</sup> In addition to fire and emergency protection, the guidelines offer valuable suggestions on lock and key security; outline security duties and security staff; and describe security alarms and electronics. Appendix A of the guide-

lines presents security staff qualifications and Appendix B provides library directors with staff pre-employment screening guidelines. The final version of these guidelines should be very useful to any library director addressing the issue of security.

The Buildings and Equipment Section also has a Library Safety/Security Discussion Group that is "a forum for librarians interested in safety and security issues as they relate to the design, construction, renovation, and equipment of library facilities."<sup>18</sup> The group also serves "to identify and discuss common concerns and to examine alternative solutions to problems."<sup>19</sup> The Group has set up Safety-L, an electronic list on the safety and security of libraries.

Susan Hildreth, a survivor of the 1993 Sacramento Public Library violence in which two reference librarians were murdered, stated "you can never be prepared for something like that."<sup>20</sup> Perhaps not; however, it is important to provide plans and training for handling emergency situations. As Dennis Day, director of Salt Lake City Public Library said in 1994 when an armed man entered and began taking hostages, "Dealing with emergency situations and disruptive patrons, personal safety and a thorough understanding of evacuation procedures are critical concerns for all libraries ... Our experience strongly indicates that a trained, committed staff and effective planning can and does make a difference."<sup>21</sup>

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# A Medical Library for the Public: Starting and Running A Consumer Health Library

by Daniel C. Horne

To set the stage for a discussion of consumer health information and consumer health libraries, I will begin with two quotations. The first is from Dr. Michael DeBakey, the renowned pioneer heart surgeon, who in a speech given at the National Library of Medicine, succinctly and eloquently captured the importance of consumer health information: "Even with our modern advances in health care, I still consider good information to be the best medicine."<sup>1</sup> The second and more matter-of-fact quotation is a definition of consumer health information by Dr. Alan M. Rees, the father of the modern consumer health information movement:

CHI is information on medical topics that is relevant and appropriate for the general public. CHI covers not only information on signs and symptoms, diagnosis, treatment and prognosis of diseases, but also includes information on access, quality, and utilization of health care services.<sup>2</sup>

As librarians, we feel that all information sought by our patrons is important, but few subject areas cause us as much concern as consumer health information because few have such a direct, serious, and potentially profound connection to the well-being of our patrons. Consider the following example, a scenario that will seem familiar to most public reference librarians. A patron needs information on a medical condition. She has a slip of paper with the medical term "myelodysplasia" written down by her physician. You have little or no idea what the term means, but you do what you can with the time and resources available. The patron leaves with some photocopies, but you are left with a nagging feeling that you could have done more, that the information was somehow not quite enough. (There's a trick in the question. For the key, see the last bulleted item near the end of the article.) Public librarians tend to be a little shy of medical questions. After all, most of us were liberal arts majors. We are at ease with history, literary criticism, music, and even economics and basic science, but the world of medical knowledge remains shrouded in mystery and has a complex language all its own. We, along with the rest of society, have learned that medical knowledge is the domain of health professionals, particularly physicians.

The tendency toward a shortage of specialized consumer

health information in public libraries results directly from the library's very nature. Every area of human knowledge must be represented in the collection. Budgets must be distributed in order to ensure collections are developed according to the greater general needs of the patrons. The amount of consumer health information, although extremely important, and therefore warranting some special consideration in the budget, ultimately must be subservient to the mission of the public library — to provide material for all needs and interests. So what is to be done? Currently our options are the same as for any other request for material not found in the collection — interlibrary loan, or referral to another library or agency. The same weaknesses that are inherent in these choices apply, i.e. time and unpredictability of interlibrary loan subject requests and the inability to follow up on referrals to make sure patrons have obtained adequate information. The obvious solution, and one which was recognized by New Hanover Regional Medical Center and the Coastal AHEC Library, is a consumer health library.

Why is detailed and in-depth consumer health information so important that it warrants a library entirely dedicated to it? In answering this question, it is helpful to understand the history of consumer health information. Consumer health information has its roots in two concurrent social forces. The modern consumer movement began in earnest in 1965 with the publication of Ralph Nader's *Unsafe at Any Speed*. In this book, Nader exposed General Motors' production of the potentially lethal Chevrolet Corvair. The public began to question its postwar blind trust that large and powerful corporations had concern for our health, safety, and well-being. The feminist movement of the 1970s was deeply concerned with women's health issues and with women's taking responsibility for their health care. This led to the publication in 1973 of the landmark book *Our Bodies, Ourselves* in which women were given accurate and empowering information on all aspects of health care. The deconstruction of our faith in established corporate order and the seizure of the power to make our own healthcare decisions was fertile soil for the growth and spread of the consumer health information movement.<sup>3</sup>

Since 1973, there has been a steady change in attitude about consumer access to health information for all segments of the population. The importance of this for librarians is that there has been a corresponding increase in the availability and

quality of consumer health publications. Today consumer health information publications, which include not only material on medical conditions but also on related topics such as diet, exercise, aging, health insurance, access to health care, and complementary therapies, enjoy a large market share in nonfiction publication.

In the late 1970s, changes in attitudes toward health care slowly began to appear as official changes in institutions and in the formation of organizations dedicated to consumer health. In 1978, a group of consumer advocates, physicians, educators, and business and cultural leaders joined forces to form Planetree, an organization whose mission was to humanize the hospital experience as well as provide access to consumer health information. (Planetree refers to a kind of Sycamore tree under which Hippocrates taught his medical classes in ancient Greece.) The Planetree Health Resource Center, a full-service consumer health library, opened in San Francisco in 1981. The Center even devised its own materials classification scheme for the cataloging and organization of consumer health materials.<sup>4</sup> In 1982, Dr. Alan Rees published *Developing Consumer Health Information Services*, the first of his several books on the subject. Since then the number of consumer health libraries increased dramatically. Now, the Consumer Health and Patient Health Information Section (CAPHIS) of the Medical Library Association lists 137 consumer health libraries in its Consumer Health Library Directory <caphis.njc.org>.

The increase in the number of consumer publications corresponds to the change in consumer attitudes toward health care. In the past, patients accepted, and indeed were expected to accept, what they were told by physicians and blindly follow prescribed treatments. Now more and more patients are becoming savvy and particular. They want to know as much as they can about their conditions, prognoses, treatments, and options, as well as the cornerstones of wellness, exercise, and nutrition. For these consumers, information and understanding empower them to take control of the healing process and to make healthy lifestyle choices. They are activists who know that knowledge gives them understanding as well as the means to make sound decisions. They do not merely succumb to disease, but consider it their enemy and fight it any way they can. To achieve this, accurate and in-depth medical information must be expressed in the most accessible language possible.

The forces behind the public's change in attitude towards health and the health care system are complex. A significant and measurable factor is managed care. Managed care is a response to the double digit inflation in medical care expenses seen in the 1980s. By 1997, 65% of Americans were enrolled in managed care plans.<sup>5</sup> Managed care makes health care more affordable and encourages people to see their physicians more frequently. But to make managed care economical and to meet the demands placed on the health system by it, the time physicians have to see patients is stretched to the limit. Physician-patient interaction time has an average range between 5 and 10 minutes.<sup>6</sup> It is no wonder people leave office visits bewildered. At the Coastal Consumer Health Library, approximately 25% of our patrons use the library to answer questions that have

arisen, whether they are about diagnosis, terminology, medication, or tests, because office visits are so brief.

The growing realization that quality of life depends to a large extent on good health is also a major factor. Good health is no longer viewed as just the absence of disease. Proper nutrition and exercise, stress reduction, freedom from harmful habits and addictions, interior and exterior environmental health, and spiritual and emotional growth are now emphasized. Parents are concerned about the total health of their children. Young adults and members of the baby boom generation see health and fitness as vital to success in their careers and in family life. People who have reached or who are planning for the end of their careers know that retirement is more than just not having to go to work anymore, but a time when dreams of travel and accomplishments can be realized. Grandparents want to be healthy so they can be a positive force in the lives of their grandchildren. Baby boomers want to make sure they make it to retirement while enjoying health and vitality along the way. As librarians, we know that one of the major keys to success in any endeavor is accurate and current information. Nowhere is this more true than in matters of fighting disease and maintaining health. Good information is truly the best medicine!

In the year that the library has been open, I have enjoyed immensely the challenge of providing medical reference to the public. Becoming self-educated in an entirely new field of knowledge has been a real pleasure and a humbling experience. In conclusion, I would like to share with you some observations I have made in the last several months of providing consumer health information.

- There is a middle area between the general and often too brief descriptions of medical conditions and health concerns found in general consumer health sources and the technical material prepared for health professionals. Most often, people want information that lies within this middle area.
- Men don't generally use the library. Women are avid users for themselves, but they also do the research on medical conditions for the men in their lives. Only



Interior of the Coastal Consumer Health Library, Wilmington, NC.

25% of our library cards have been issued to men.

- Generally speaking, men use the library for themselves most often when they are confronted with prostate cancer, or urological and gastrointestinal problems.
- Consumers do not entirely trust the medical establishment. They are concerned about the quality of doctors and hospitals and resent the often offhand and even rude manner in which they are treated by medical staff.
- Physicians often give the impression that the treatment they prescribe is the only established one, when in reality there may be several options or variations.
- Patrons often tell me about the importance of being your own advocate in negotiating the maze of the health care system. If you don't take responsibility, no one else will.
- Alternative therapies are popular because they offer people the chance to control their own treatments without the intervention of the medical establishment.
- Consumers seek medical information most often to increase their knowledge of treatments and procedures and to reduce fear and anxiety about their conditions. This observation is drawn directly from our surveys.
- When confronted by potentially catastrophic health problems, people very often convey a matter-of-fact attitude and display a sense of humor about their illness.
- When people cry or otherwise display emotion, it is usually over the condition of a loved one rather than their own.
- Some people seem to be shopping for an illness for themselves. This might be hypochondria. These people take their "conditions" very seriously and do not show a sense of humor.
- People want us to give them advice. This is a great danger, and we have to be very careful to phrase our statements in such a way that what we are saying

cannot be in any way considered advice.

- I never realized the extent of what can go wrong with the body and mind. The names of certain diseases are familiar to us all, but there are many, many more. For example, The National Organization for Rare Disorders has information on over 1,100 diseases in its database and The National Cancer Institute's PDQ database lists over 120 kinds of cancer.
- Medical information is usually very precise, but sometimes there are important distinctions so it is always best to consult several sources. For instance, myelodysplasia means a kind of neural tube defect that causes defective development of the spinal cord; however, it also means a disorder of bone marrow that can precede myelogenous leukemia.<sup>7</sup>

The following is a selective bibliography of consumer health information reference sources and periodicals along with a little bit of Internet advice.

### Suggested Core Collection

\*Asterisked Titles = First Choices

#### General Consumer

*Columbia University College of Physicians and Surgeons Complete Home Medical Guide*. 3rd rev. ed. Crown, 1995.

\**Consumer Health USA*. Vol. 2. Oryx Press, 1997.

*Everything You Need to Know About Diseases*. Springhouse, 1996.

\**Mayo Clinic Family Health Book*. 2nd ed. Morrow, 1996. Merck *Manual of Medical Information, Home Edition*. Merck, 1997.

\**Professional Guide to Diseases*. 6th ed. Springhouse, 1998. 0874349265.

#### General Professional

*Cecil Textbook of Medicine*. 20th ed. W. B. Saunders, 1996.

*Conn's Current Therapy*. W. B. Saunders, 1999.

\**Current Medical Diagnosis and Treatment*. 38th ed. Appleton & Lange, 1999.

\**Harrison's Principles of Internal Medicine*. 14th ed. McGraw-Hill, 1997.

*Merck Manual of Diagnosis and Therapy*. 17th ed. Merck Research Laboratories, 1999.

\**Physician's Guide to Rare Diseases*. 2nd ed. Dowden, 1995.

#### Pediatrics

*American Medical Association Complete Guide to Your Children's Health*. Random House, 1999.

#### Dictionaries

*Dorland's Illustrated Medical Dictionary*. 28th ed. W. B. Saunders, 1994.

*Stedman's Medical Dictionary*. 26th ed. Williams & Wilkins, 1995.

\**Mosby's Medical, Nursing, and Allied Health Dictionary*. 5th ed. Mosby, 1997.

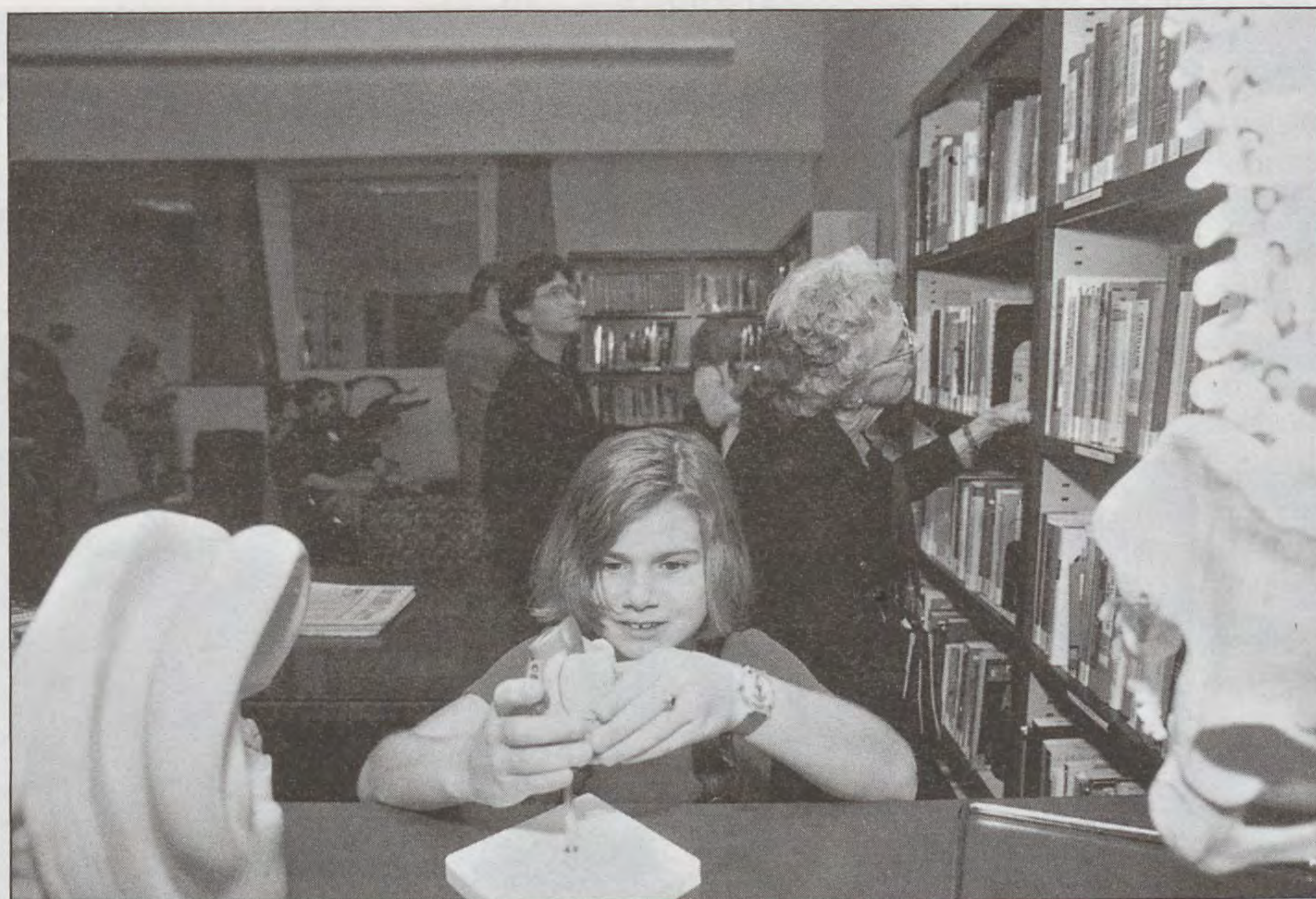
\**Taber's Cyclopedic Medical Dictionary*. 18th ed. F. A. Davis, 1997.

\**Dictionary of Medical Syndromes*. 4th ed. Lippincott-Raven, 1997.

#### Mental Health

*Caring for the Mind*. Bantam, 1996.

\**Diagnostic and Statistical Manual of Mental*



Katherine Flake, a young patron, examines a heart model at the Coastal Consumer Health Library, Wilmington, NC.

- Disorders (DSM-IV)*. American Psychiatric Association, 1994.  
\**American Academy of Child & Adolescent Psychiatry Your Child: What Every Parent Needs to Know*. Harper Collins, 1998.

### Medical Tests

- \**Everything You Need to Know About Medical Tests*. Springhouse, 1996.  
*The Patient's Guide to Medical Tests*. Facts on File, 1997.  
*Mosby's Manual of Diagnostic and Laboratory Tests*. Mosby, 1998.

### Drugs

- Complete Drug Reference*. Consumer Reports, 1999.  
*Essential Guide to Prescription Drugs*. Harper Collins, 1999.  
\**Mosby's Over-the-Counter Medicine Cabinet Medications*. Mosby Lifeline, 1997.  
\**The PDR Family Guide to Prescription Drugs*. 6th ed. Three Rivers Press, 1998.  
\**Physicians' Desk Reference*. 53rd ed. Medical Economics, 1999.

### Surgery

- Current Surgical Diagnosis and Treatment*. Appleton & Lange, 1997.  
\**The Surgery Book: An Illustrated Guide to 73 of the Most Common Operations*, St. Martin's Griffin, 1997.

### Anatomy

- Gray's Anatomy: The Anatomical Basis of Medicine and Surgery*, 38th ed. Churchill-Livingstone, 1995.  
\**The Human Body: An Illustrated Guide to its Structure, Function, and Disorders*. Dorling Kindersley, 1995.

### Nutrition

- The American Dietetic Association's Complete Food & Nutrition Guide*. Chronimed, 1996.  
\**Bowes & Church's Food Values of Portions Commonly Used*. 17th ed. Lippincott, 1998.  
\**Nutrition Almanac*. 4th ed. McGraw-Hill, 1996.  
*Nutrition Bible: A Comprehensive, No-Nonsense Guide to Foods, Nutrients, Additives, Preservatives, Pollutants*. William Morrow, 1995.

### Alternative/Complementary Medicine

- The Medical Advisor: The Complete Guide to Alternative & Conventional Treatments*. Time-Life, 1997.

### Dentistry

- \**Columbia University School of Dentistry and Oral Surgery's Guide to Family Dental Care*. W. W. Norton, 1997.  
*Oral Health Sourcebook: Basic Information About Diseases and Conditions Affecting Oral Health* (Health Reference Series, v. 30). Omnigraphics, 1998.

### Periodicals

#### Indexing Codes:

HRC = Health Reference Center (Information Access)

HSP = Health Source Plus (EBSCO)

FT = Full Text

- Child Health Alert* HRC FT 1/95- HSP 1/92-  
*Consumer Reports on Health* HRC 1/95- HSP 1/92-  
*FDA Consumer* HRC FT 1/95- HSP FT 1/90-  
*Harvard Health Letter* HRC FT 1/95- HSP FT 10/90-  
*Harvard Men's Health Watch*  
*Harvard Mental Health Letter* HRC FT 1/95- HSP FT 1/94-  
*Harvard Women's Health Watch* HSP FT 1/94-  
*Johns Hopkins Medical Letter: Health After 50*  
*Mayo Clinic Health Letter* HRC 1/95- HSP 1/92-

### National Women's Health Report

- Nutrition Action Health Letter* HRC FT 1/95- HSP FT 1/94-  
*University of California at Berkeley Wellness Letter* HRC 1/95- HSP 1/92-

### Internet

Finding quality information on the Internet is always a challenge for reference librarians, but because of its sensitive nature, medical information is a matter of special concern. I'm going to keep it simple. All you really need to do is bookmark *The National Library of Medicine's MEDLINEplus* <[www.nlm.nih.gov/medlineplus/](http://www.nlm.nih.gov/medlineplus/)>. This site is an excellent new service of NLM and provides most of what you will ever need.

If you want to go further, *Digital Librarian: A Librarian's Choice of the Best of the Web — Health & Medicine* <[www.servtech.com/~mvail/health.html](http://www.servtech.com/~mvail/health.html)> is an extensive and frequently updated listing of Internet health and medicine sites and of the sites of medical organizations and associations. The only drawback is that it is an alphabetical listing with no subject access, so if you are under pressure at the reference desk, you will need to stay calm and take your time.

The Coastal Consumer Health Library has a Web site, too, which can be accessed from New Hanover Regional Medical Center's site <[www.nhrmc.org](http://www.nhrmc.org)>. Choose "Coastal Consumer Health Library." The first page is brochure information, but at the bottom is a section titled "Internet Links to Consumer Health Sources." Find the link [consumer medical and health information](#), which will take you to my own collection of sites, as well as to the websites of other consumer health information libraries that provide their own sets of links. *Help—The Health Education Library for People* <[www.healthlibrary.com/](http://www.healthlibrary.com/)> from Bombay, India, is my favorite.

### Reference Assistance

Please feel free to call the Coastal Consumer Health Library at 1-800-759-7870, if you would like reference help.

### References

<sup>1</sup> Quotation provided by Donna Flake, director of the Coastal AHEC Library, who has received permission for use from Dr. DeBakey.

<sup>2</sup> Alan M. Rees, ed., *The Consumer Health Information Source Book*, 5th ed. (Phoenix: Oryx Press, 1998), 1.

<sup>3</sup> Boston Women's Health Book Collective, *The New Our Bodies Ourselves: A Book by and for Women* (New York: Simon & Schuster, 1998), 8-9; Christiane Northrup, *Women's Bodies, Women's Wisdom: Creating Physical and Emotional Health and Healing*, rev. and updated (New York: Bantam Books, 1998), 3-7; and Michelle A. Spatz, *Planning and Managing the Consumer Health Library: Medical Library Association, CE 201, May 22, 1998* (Material from a continuing education course given at the Medical Library Association Annual Conference, Philadelphia, PA), 6-7.

<sup>4</sup> *Planetree Health Resource Center Information and Policy Manual* (San Francisco: The Planetree Health Resource Center, 1989), 1.

<sup>5</sup> Charles B. Inlander, *The Savvy Medical Consumer* (Allentown, PA: People's Medical Society, 1997), 85.

<sup>6</sup> Barbara M. Korsch and Caroline Harding, *The Intelligent Patient's Guide to the Doctor-Patient Relationship: Learning to Talk So Your Doctor Will Listen* (New York: Oxford University Press, 1997), 269-271.

<sup>7</sup> *Dorland's Illustrated Medical Dictionary* (Philadelphia: W.B. Saunders, 1994), 1089.

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# Measuring the Sight of Your Web Site

by Diane Kester

**W**hen the Internet was primarily text-based (remember Gopher and Lynx?), electronic readers could follow the text easily. The World Wide Web, however, makes heavy use of graphics, and the visually impaired have been unable to take full advantage of the wealth of information stored electronically.

According to a policy ruling on September 9, 1996,<sup>1</sup> the Americans with Disabilities Act (ADA) accessibility requirements apply to Internet Web pages. Specifically addressing the needs of the visually impaired, the policy identifies a text format alternative for screen readers. Because of this legislation, Web accessibility issues are now being faced by educational institutions and libraries. A recent article in the *NASSP Bulletin* discussed the concerns of school systems that must meet the needs of the visually impaired to use Internet information for electronic reference, e-mail, and research projects. For some schools and their students, the first step is gaining access to the necessary adaptive technologies.<sup>2</sup>

## Classification of Visual Impairment

There are two categories of visual impairment: partial blindness and total blindness. Those who are partially blind may use computer systems by means of screen magnification devices, and special software that displays the screen text in extra large fonts; however, a screen magnifier enlarges only a portion of the screen at a time.

For the totally blind, two devices are

available. The first is a speech synthesizer that reads the screen aloud; however, it can usually read only printed text, not graphic images. A second device turns lines of text on the screen into Braille. A blind patron uses arrow keys or special keys on a keyboard to scan the screen. In order to browse on the Web, a visually impaired person can use a standard browser equipped with a screen reader or use a special browser. Either way, a blind user encounters a fragmented document, complex and difficult to understand.

## Awareness

For four years I have been teaching distance learning classes on the Internet. I design and create pages for the courses and have been conscious of the difficulties my students experience when accessing Web pages. I recently became interested in Web accessibility to the visually impaired through an online course produced by Equal Access to Software and Information (EASI). The online workshop was a collaborative effort between Dr. Norman Coombs and Richard Banks. Dr. Coombs, chairman of EASI, is a Rochester Institute of Technology history professor who is visually impaired. Richard Banks is a visually impaired adaptive technologist with the University of Wisconsin-Stout's library who also serves as moderator for EASI's AXSLIB1 (the leading Internet discussion list on library and adaptive technology for persons with disabilities). EASI is a support group affiliated with the American Association for Higher Education and offers online workshops to help oth-

ers become sensitized to the needs of the visually handicapped. Students taking these courses soon realize that Dr. Coombs, himself, is blind. During the workshop, participants turn off the graphic display on web pages and try to navigate without using the mouse. Participants are always surprised at the difficulties faced by the visually handicapped.<sup>3</sup>

## Problem Areas in Web Page Design

In DOS-based Internet programs, screen readers and voice synthesizers encountered few problems. In a Windows environment, however, graphics may be a blessing to the computer novice but they are a curse to the visually impaired. The first challenge faced by the visually impaired who attempt to use the Internet is the browser. Icons on the task bar and pull-down menus make the browser software difficult to use. Graphics can be one of the most troublesome elements on a Web page. Other problematic areas include frames, interactive forms, tables, and video.<sup>4</sup> Colorful or graphical backgrounds just add clutter to a screen reader.

In a feature article about a blind computer consultant, Stroh reported that the voice synthesizer software that reads the computer screen may stumble when it encounters elaborate designs of Web pages. "Frames, tables or columns can render a screen reader speechless."<sup>5</sup> Another problem is graphic images without descriptive text. All the reader says is "graphic."

Does this mean that Web pages

must be plain text on a white background? To address these concerns, the World Wide Web Consortium (W3C) formed the Web Accessibility Initiative (WAI).

## WAI

The mission statement of the Web Accessibility Initiative (WAI) is as follows:

The W3C's commitment to lead the Web to its full potential includes promoting a high degree of usability for people with disabilities. The Web Accessibility Initiative (WAI), in coordination with organizations around the world, is pursuing accessibility of the Web through five primary areas of work: technology, guidelines, tools, education & outreach, and research & development.<sup>6</sup>

The W3C's commitment to lead the Web to its full potential includes promoting a high degree of usability for people with disabilities. For example, they have worked with other organizations and recently published guidelines for content development and page authors. On May 5, 1999, the World Wide Web Consortium announced the release of "Web Content Accessibility Guidelines 1.0.," which provides Web content developers with techniques to make their pages more accessible to people with disabilities.<sup>7</sup> Not only will these guidelines be helpful to people using a voice browser or mobile phone, but they will also enhance the success of search engines.

The 16 guidelines are

1. Provide text equivalents for visual information (images, applets, and image maps).
2. Provide descriptions of important visual information.
3. Provide text equivalents for audio information.
4. Don't rely on color alone.
5. Use markup and style sheets properly.
6. Supplement markup to aid interpretation of text.
7. Create tables that transform gracefully.
8. Ensure that pages featuring new technologies transform gracefully (no frames, alternative presentation).
9. Ensure user control of time-sensitive content changes. [Author's note: Ensure that moving, blinking, scrolling, or auto-updating objects or pages may be paused or stopped.]

10. Ensure direct accessibility of embedded user interfaces.
11. Design for device-independence (not pointer dependent). [Author's note: Provide for the user to interact with a preferred input (or output) device — mouse, keyboard, voice, head wand, or other. If, for example, a form control can only be activated with a mouse or other pointing device, the person who is using the page without sight, with voice input, or with a keyboard, or who is using some other non-pointing input device, will not be able to use the form.]
12. Consider interim solutions.
13. Use W3C technologies and guidelines.
14. Supply context and orientation information. [Author's note: Grouping elements and providing contextual information about the relationships between elements can be useful for all users. Complex relationships between parts of a page may be difficult to interpret for people with cognitive or visual disabilities.]
15. Design clear navigation structures. Offer a site map or table of contents.
16. Design for consistency and simplicity.

To allow developers to use the guidelines easily, there is a checklist of checkpoints for Web content accessibility. The full checklist may be found on the Web at <<http://www.w3.org/TR/1999/WAI-WEBCONTENT-19990505/full-checklist.html>>. Each checkpoint has a priority level based on the checkpoint's impact on accessibility. Priority 1 is assigned to those that *must* satisfy the checkpoint, priority 2 to those that should, and priority 3 to checkpoints that a Web content developer may address to improve access.

Space does not permit the inclusion of the complete checklist; however, priority 1 level provides minimum accessibility to library patrons. The first reads "Provide a text equivalent for every non-text element (e.g., via "alt," "longdesc," or in element content). This includes: images, graphical representations of text (including symbols), image map regions, animations (e.g., animated GIFs), applets and programmatic objects, ascii art, frames, scripts, images used as list bullets, spacers, graphical buttons, sounds (played with or without user interaction), stand-alone audio files, audio track of video, and video."<sup>8</sup> Other areas address the use of images and image maps, tables, frames, applets and scripts, and

multimedia. Under the "And if all else fails" category is "If, after best efforts, you cannot create an accessible page, provide a link to an alternative page that uses W3C technologies, is accessible, has equivalent information (or functionality), and is updated as often as the inaccessible (original) page."<sup>9</sup>

Other organizations have suggested the following practices to enhance accessibility.

- Place a link label "D" at the very beginning of any Web page. The link is a description of the page, including of any graphics and buttons and the size of tables.
- Provide navigation tools and orientation information in the pages.
- Separate the content from the structure of the page as it is being developed.
- Provide equivalent information for documents. PDF is difficult for a screen reader; provide alternatives.
- Test your Web pages without using a mouse to give a sense of what a blind person will encounter.
- Place the most important links at the top of the page. This helps the reader determine the most important parts of the Web presence.

## NCAM

A project announced in 1996 by the CPB/WGBH National Center for Accessible Media (NCAM) is also working to make Web pages more accessible to users with disabilities. The Web Access Project researches, develops, and tests methods of integrating access technologies (such as captioning and audio description) and new Web tools into a World Wide Web site, to make it fully accessible to blind or deaf Internet users. In 1997, the project focused its efforts on Public Broadcasting Web sites. They are working with Microsoft, the World Wide Web Consortium's Web Accessibility Initiative (W3C/WAI), and QuickTime to develop methods for making video clips accessible. Captioned audio files can provide access for the hearing impaired.

NCAM uses a D link at the very beginning of the page to describe the page and graphics. A sample from the WGBH Web page D link to the Image Description reads:

Five selectable images stretch across the top of the page. From left to right, they read: 'TV,' 'Radio,' 'Web,' 'Learn,' and 'Events.' Below is the WGBH

logo, followed by the words, 'Public Broadcasting from Boston. Check out our local schedules, the PBS and public radio programs and Web sites we produce, our educational services and our media access solutions for people with disabilities.'

Return

Image Description:

Web Access Symbol. A globe, marked with a grid, tilts at an angle. A keyhole is cut into its surface. Return<sup>10</sup>

Web Access Symbol used by NCAM <sup>11</sup>



### Devices and Industry Efforts

Information technology companies recognize the different needs of special populations and seek to improve the marketer's understanding of end-user concerns by attending conferences. Among those companies is Microsoft, which has an accessibility and disabilities group. It uses the Internet for marketing and provides text-only format <<http://www.microsoft.com/enable>> especially for the visually impaired.<sup>12</sup> A recent announcement in *American Libraries* describes the IBM Home Page Reader as "a spoken on-ramp to the Information Highway."<sup>13</sup> The software combines a speech synthesizer with Netscape Navigator to convey the information on the computer screen. Other companies are developing software/modem combinations that enable hearing impaired users to convert their computer into a Telecommunications Device for the Deaf system.<sup>14</sup>

### Evaluation of Web Pages for Accessibility

The Web contains many resources about accessibility. As the Center for Applied Special Technology (CAST) states: "over the last several years, CAST has undergone a major shift in its approach: CAST now believes that the most effective strategy for expanding opportunities for individuals with disabilities is through universal design for learning. The phrase 'universal design' refers to the creation of computer software and learning models that are useable by everyone, including individuals of all ages, whether they are gifted, are typical learners, or have special needs." <<http://www.cast.org/>

about/mission.html> (August 19, 1999) Founded in 1984, CAST is a not-for-profit organization whose mission is to expand opportunities for people with disabilities through innovative uses of computer technology. CAST offers a browser tool called *Bobby* <<http://www.cast.org/bobby/>>. *Bobby* is a Web-based public service that analyzes Web pages for their accessibility to people with disabilities. The analysis of accessibility is based on the W3C's WAI Page Author Guidelines.

To become *Bobby* approved, a Web site must

- provide text equivalents for all non-text elements (i.e., images, animations, audio, video)
- provide summaries of graphs and charts
- ensure that all information conveyed with color is also available without color
- clearly identify changes in the natural language of a document's text and any text equivalents (e.g., captions) of non-text content
- organize content logically and clearly
- provide alternative content for features (e.g., applets or plug-ins) that may not be supported

"*Bobby* also analyzes Web pages for compatibility with various browsers. Analysis is based on documentation from browser vendors when available. *Bobby* automatically checks sites for compatibility with HTML 4.0. For accessibility and tag compatibility with browser specifications other than HTML 4.0, use the Advanced Options."<sup>15</sup> If all of the pages on your Web site receive a *Bobby* Approved rating, you are entitled to use one of the *Bobby* Approved icons. Just make sure that the icon contains the alternative text description "*Bobby* Approved" and that it is a link to the URL <<http://www.cast.org/bobby/>>. You may download the *Bobby* Approved image

you wish to use from their Web page and place it on your own server.



CAST goes on to suggest the following:

1. Review the *Bobby* FAQ page. Some aspects of accessible Web page design cannot be tested automatically by *Bobby* yet are still important.
2. Read the document from the W3C's WAI Page Authoring working group.
3. Request feedback from visitors to your Web site.
4. Retest Web pages frequently with updated versions of *Bobby*.

### Evaluation of Web Pages of North Carolina Libraries

Some library Web sites were selected to be evaluated for accessibility by the *Bobby* program. The first library page checked belonged to the State Library of North Carolina. It passed the accessibility test easily. "Congratulations! This web page contains no accessibility errors that *Bobby* can detect. There are, however, some checkpoints that an automatic program like *Bobby* cannot examine." The program then identifies items for a manual check on the Priority 2 and Priority 3 levels of the W3C guidelines.

In a check of the home pages for 48 North Carolina public libraries listed on the Web site <<http://www.publiclibraries.com/ncarol.htm>>, I found that only 10 (21%) were "*Bobby* approved"; 28 (59%) were "not yet" meeting the requirements for *Bobby* approval status. Three links were dead ends. It must be noted that only the home page was submitted for evaluation. Not only does the program check the Web page for access to the visually impaired, but it also checks for browser compatibility. These checks were performed between May 19 and June 10, 1999. For a list of the results, visit URL <<http://www.nclaonline.org/>

*Libraries have been proud of their service and policy of equal access to all users. It now becomes a challenge to keep online and Internet resources equally available to all users, including those who are visually impaired.*

bobby>.

The list of North Carolina community colleges on the Web was longer, and a random sampling of eight library sites yielded a slightly higher *Bobby* approval rate of 37%. One library home page provides a text or graphics option on the first page, making it easily accessible with a screen reader.

If you would like to see the complete evaluation results along with the browser compatibility errors, submit your URL to <<http://www.cast.org/bobby>>. Libraries have been proud of their service and policy of equal access to all users. It now becomes a challenge to keep online and Internet resources equally available to all users, including those who are visually impaired. As Tim Berners-Lee, W3C director and inventor of the World Wide Web, said, "The power of the Web is in its universality. Access by everyone regardless of disability is an essential aspect."<sup>16</sup>

#### Resources: Additional Web

#### References For Further Information

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W3C (World Wide Web Consortium) <<http://www.w3.org>>

Web Accessibility Interactive (WAI) <<http://www.w3.org/WAI>>

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# Between Us

## Library Security = Eyes Wide Open

by John Zika

From my perspective as a public library director, keeping our eyes open is the key to meeting our constant challenges with security, general safety, and well-being in our places of employment. Regardless of what type of library we are in — special, academic, public, or school — we are well served by keeping a high level of awareness of what is going on around us.

One of my favorite “awareness is important” incidents: I had worked all one Saturday afternoon registering voters for the 1992 election. The library closed; I was the last one in the building. I decided to check the bathrooms one last time before leaving. Lo and behold, there was an arm slightly visible under the bathroom stall in the men’s room. A startling discovery — and rather unnerving. A man had fallen off the commode and was passed out on the floor. The individual had been overlooked by a co-worker who had left before me, in a hurry to get on with the weekend. I was tempted to help the man immediately. It seemed like overkill to call the police, much less 911. But the 911 option won out in my mind, and call I did. The police who arrived helped the gentleman (he was inebriated) and told me that I had done the right thing in calling 911. They said that if I had tried to help the man, and he had been injured in the process, the library and I may have been liable. It was the “last look around” which led to the situation being handled, rather than the man waking up several hours later in a dark restroom, inside a locked building.

After other incidents when we have needed to call 911, I realized that the public should know that in an emergency they can also call 911. In our building, however, a phone call requires dialing an outside line. Can you imagine an emergency in which a library patron is trying to dial 911, and cannot figure out how to get an outside line? A simple sign letting them know how can be a lifesaver.

Certain situations seem so innocent, and actually are accidents waiting to happen. Children sitting in a library are a welcome sight, but if they are unaccompanied by an adult, it could mean they are being dropped off and left unattended for hours at a time. This scenario occurred in a library where I worked, and led to the formation of a “Safe Child Policy.” The policy stated what was and was not considered appropriate behavior on the part of children in the library, as well as stating our policy about parents leaving their children in the library.

Having our eyes wide open also should include the real-

ization that the law enforcement community is a tremendous resource in dealing with safety and security. Taking some time to meet the resource officer at your school, the campus police, or the community police officers in the neighborhood can be time extremely well spent. Personnel in law enforcement can offer mini-courses in personal safety, and help us to fine-tune our awareness of what to do in situations involving security. I have found the local juvenile justice personnel and the law enforcement community to be very supportive educational resources in dealing with adolescent and adult problem patrons in the public library.

A little prevention can stave off a situation that might become a nightmare. Awareness of the library environment is a baseline requirement of our jobs.

Several years ago, a visitor to the library slipped on a puddle of water that was left when a maintenance worker repaired a leaky drinking fountain. The repair was made, but the puddle was not cleaned up. An “eyes wide open” approach to the repair could have prevented the accident. As it was, the accident resulted in an out-of-court settlement.

Consider these threats:

- 1) A small puddle of water left in the lobby can result in a big lawsuit.
- 2) A too-tall shrub can be a hiding place for a would-be assailant.
- 3) Drop (extension) cords and /or space heaters used anywhere in the building can trip people or cause fires.

These are loaded weapons that can backfire in a library, wasting valuable time and causing needless hardship for librarians who would rather be giving good public service than dealing with lawsuits, injuries, irate customers, and damage to their facilities.

We can look the other way when problems exist, but they rarely go away. In the matter of library security and safety, we should engage in proactive troubleshooting to insure that employees and visitors to our libraries will be safe and secure.

EYES WIDE SHUT? This might work well as a movie title, but in the realm of library security, we need to have EYES WIDE OPEN. Over the course of about 15 years in the library profession, I have found that keeping the library safe depends on staff keeping their eyes open to what is going on in and around our facilities.

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**Editor's Note:** North Carolina Libraries presents this feature in recognition of the increase in excellent unsolicited manuscripts that merit publication, but are not necessarily related to each issue's specific theme.

## NC LIVE @ home: Throwing Open the Doors to Information

by Greg Rideout

**Editor's note:** Users of public and academic libraries in North Carolina have benefited greatly from the addition of NC LIVE (North Carolina Libraries for Virtual Education). North Carolina library patrons will soon gain greater accessibility to these resources through the creation of NC LIVE @ home. Using a library-supplied password, patrons will be able to dial into NC LIVE from a home computer via the Internet. Here one library user ponders the possibilities.

I can't believe what's waiting around the electronic corner for me. North Carolina's libraries are about to open a major branch library on my desk at home. NC LIVE and its myriad resources will soon travel over the phone lines and into my computer. I can't wait to have remote access and here's why.

I always wished I had a bigger library. As a kid, I remember going to the library in Havelock and wanting more — more books, more newspapers, and, in my case, more atlases.

It wasn't until I went to college in Greenville that I found a library big enough. There were times I'd stay in Joyner Library all day, ignoring my classwork and wandering through the stacks, amazed at the unbelievable variety of books. Other times, I'd sit for hours in the periodicals room, reading whatever seemed interesting.

With the *Readers Guide to Periodical Literature*, I could find anything I wanted. And with a little help from a reference librarian, I could find things I didn't even know I wanted.

Now, I like my county library. I know it has one of the larger collections in the state, but it can't have everything.

Or can it? With NC LIVE @ home, it comes awfully close. My Wake County Library card (member since 1993) powers up more plastic magic than ever before. Now I've got more — more than the tens of thousands of books and more than the racks of magazines and newspapers waiting for me to drop in and peruse.

My sneak preview of remote access to NC LIVE revealed to me what other library users will soon realize: North Carolina has thrown open the doors to information in an invigorating fashion. Remote access to NC LIVE allows libraries to do what libraries do best: order and organize information and make it available to the public.

I like the Internet, but finding anything of value on it can be frustrating. The Internet may have the same information as NC LIVE, but it doesn't even attempt to organize it. It's like shoving the holdings of the Library of Congress into a giant Yatzhee shaker, scrambling them up and dropping them out on the floor. Try finding the book you want in that mess. Soon, all of us can click through all the clutter and on to the NC LIVE Web site, type in a password and go exploring.

Librarians know what's on the site. But, perhaps what you don't know is how easy it is to use for an average library patron like me. Facts, financial records, and soon-to-be-published books

are only a quick search away. Indexed journals, health information, and archived newspaper stories can be found fast and efficiently.

I did a search on global trade issues using a variety of the tools available through NC LIVE. I did the same search on the Internet. The difference may not amaze a trained librarian, but it certainly startled me. The junk that came up with my Internet search included personal websites and other global garbage that hurt more than it helped. The remote access search on NC LIVE netted usable research nuggets I could use.

Some of those nuggets mean more research at the library. But that's exactly the point. Remote access isn't a destination; it's a midpoint. If I'm in Chocowinity or Cherokee, I can go on-line, do preliminary research, and then decide if this is all I need. Do I need to go to the next level? Do I need help from a librarian to sort it all out? Do I need help from a librarian to find and read indexed articles I've found through my search? Sometimes the answer will be yes; sometimes it will be no.

Remote access also will have what I believe will be an energizing effect on libraries. Like a trout fisherman with the right fly, remote access to NC LIVE will lure new users into the library and re-establish ties with lapsed patrons. I don't believe remote access users will just return to the library every six months, sneak in, grab a password, and sneak out. That's illogical.

My guess is they'll stay awhile, check out the latest bestseller, or read an out-of-town paper. Remote access will bring them in, not keep them out.

Libraries, like schools, fuel democracies. They are egalitarian. They bring resources that only the wealthy can dream of and place them at the feet of each and every citizen. Benjamin Franklin understood that information was the milk of our Republic, helping us grow and making us strong. To him, too much information was an oxymoron. It just couldn't be.

Were the penny-saving kite-flyer matching wits with us today, I'm sure he'd immediately grasp the revolutionary nature of remote access to the state and nation's information resources. He'd say more is always better.

Library patrons like me will agree. I can't wait to have more than the sneak preview. I can't wait for the feature-length cut. Remote access to NC LIVE puts North Carolina on the leading edge of tomorrow's library. Just where we should be.

## FEMA and NHC Web Sites

The Federal Emergency Management Agency Web site <[www.fema.gov](http://www.fema.gov)> is a good place to get basic news about assistance regarding disasters or emergencies in your area. The FEMA site is in a frames format that provides navigation bars in the left side margin. These bars consist of the following topics: About FEMA, News, Maps, Project Impact, FEMA for Kids, Y2K issues, Tropical Storm Watch, Disaster Assistance, (U.S.) Fire Administration, Mitigation, Preparedness, Flood Insurance, Job Opportunities, Info for Business, and Regional Offices. The main frame has links to current news stories. For example, an early August page has information on August Nevada Wildfires, Tropical Storm Outlook, East Drought Conditions, a FEMA grant to Puerto Rico, and current news on the Emergency Information Infrastructure Partnership (EIIP). The current picture gallery has photographs from the Iowa Floods and an illustration Safe Room Construction gallery.

Clicking on the "Regional Offices" link takes you to a FEMA interactive map where you can link to the Atlanta (Southeastern) Regional IV home page. Here the same frame navigation system covers: About FEMA (including a message from and a picture of FEMA Director James Lee Witt), Project Impact, News, Conference, Winter Storm Update Center, Mitigation, Regional Offices, and Tribal Policy. These links appear to loop back to the main FEMA server. In the right frame are links to About Region IV, What's New in Region IV, Region IV News Desk, Region IV Partners (state directors), Project Impact in Region IV, and the Chemical Stockpile Emergency Preparedness Program (CSEPP). The latter is a map with locations of chemical weapon stockpiles in the United States. Also on this page are a message from the Region IV Director, John B. Copenhaver; directions to the Region IV Office; details of Region IV organization; and hyperlinks to Region IV State Emergency Management Agencies (including the North Carolina State Emergency Management Agency: <[www.dem.dcc.state.nc.us](http://www.dem.dcc.state.nc.us)>).

The National Hurricane Center/Tropical Prediction Center <[www.nhc.noaa.gov](http://www.nhc.noaa.gov)> serves as a current database of historical tropical cyclone information as well as a real-time source of current official weather observations, forecasts, and warnings concerning active cyclones (worldwide). Also constructed in frames format, the NHC/TPC site contains the most comprehensive array of tropical cyclone information available. Left hand navigation bars are divided into five broad categories: Current Season; Historical Data; General Info (FAQ, Awareness, Saffir-Simpson Scale, Forecast Models, Inland Wind Model, Glossary); Storm Names; and Links About NHC/TPC.

This site also has a navigation bar across the top of the page with hyperlinks to "Other NHC/TPC Products." These links go to Active Cyclones, Forecasts, Imagery, About TPC, and Reconnaissance. The Tropical Cyclone Products Page (called Active

Cyclones in the top bar) is arranged by broad geographic areas (Atlantic and East/West Pacific). In each area you will find posted advisories, graphics, tropical outlook (what you hear most often in the news media as a press release), and tropical discussion (meteorological analysis of current conditions). The Forecasts link provides access to marine forecasts, aviation products, satellite products and discussion, tropical analyses/graphics, and the sea temperature analyses. Most of these links, while attractive and interesting, are of prime use to meteorologists.

The imagery page contains links to current weather satellite graphic images (GEOS 8 -Atlantic and GEOS 10 -Pacific). For each satellite you get the current real time images for visible light, infrared light, and water vapor. In addition, a composite page provides full disk images from both orbiting satellites. The water vapor link is perhaps the most useful. The "About TPC" page gives links to more detailed information on the Center and its branches. Other useful links are Personnel, NOAA locator, and What's New (with this Web site). Other links go to educational sources such as FAQ, NOAA Educational Brochures, and general information sources such as Storm Names, Glossary, and Historical Information. On this link you will find a downloadable Hurricane Tracking Chart. The Reconnaissance link at the top of the NHC/TPC page contains information about the 53rd USAF Weather Reconnaissance Squadron (AKA Hurricane Hunters) located at Keesler Air Force Base in Biloxi, Mississippi. Here you will find its daily flight schedule, "routine" reports of hurricane data, current observations from airborne aircraft, "Vortex" messages, Dropsonde reports (weather balloons), a data archive of previous flights, and a link to the "Hurricane Hunters" home page. The Hurricane Hunters home page includes neat stuff such as a cyberflight into the eye of a hurricane, kid stuff, photo gallery, history and aircraft, and a homework "Steering Winds" page. This is a really interesting site and I urge you to visit it.

During times of active cyclones the NHC/TPC site gets a lot of traffic. Additional links are available through the "Alternate Cyclone Forecast Sites." My favorites are the University of Hawaii Storm Page <[lumahai.soest.hawaii.edu](http://lumahai.soest.hawaii.edu)> or <[www.solar.ifa.hawaii.edu](http://www.solar.ifa.hawaii.edu)> or <[www.hawaii.edu/News/storm.tracks.html](http://www.hawaii.edu/News/storm.tracks.html)> and the Ohio State Tropical Weather Page <[asp1.sbs.ohio-state.edu](http://asp1.sbs.ohio-state.edu)>. A good commercial news hurricane site for east coast storms is the Fort Lauderdale, Florida, newspaper, the *Sun Sentinel* Hurricane Central page <[www.sun-sentinel.com/storm](http://www.sun-sentinel.com/storm)>. Also of interest is the Amateur Radio Hurricane WatchNet <[www.hwn.org](http://www.hwn.org)>, an interesting mirror site that becomes much busier during active storms when hams are sending in live reports. Hopefully your library will not be visited by many storms this season, but the above sites will prove useful to patrons needing information about current and past disasters from a national and worldwide perspective.

## Honoring a Friendship: The Blake-Stoudemire African American Collection, Lincolnton's Jonas Branch Library

by Thomas Kevin B. Cherry

"You might say it was a dark and stormy night back in February," Lesley Levine, Head of Lincolnton's Jonas Branch of the Gaston-Lincoln Regional Library laughed, "But we had a crowd. Everyone had a wonderful time. We didn't have much of a program, though. Basically people looked at the books and mingled."

And those at that reception that could, surely remembered. They remembered two little boys, Alan Stoudemire and Boyce Blake, one White and one Black, who grew up on neighboring farms in the 1950s. Playing in the creek and on improvised ballfields, they were the best of friends. And although the world they lived in didn't promote interracial friendships, theirs survived.

It survived inequities that even a child could see: a pool closed to Boyce but open to Alan. It survived the days of early school desegregation when as seniors Boyce and Alan's relationship helped ease tensions at Lincolnton High School. It survived years of separation, in which Boyce became the first member of his family to attend college, and Alan went to the University of North Carolina, then on to medical school and a residency at the University of Colorado Medical Center. It survived Alan's struggle with depression following bone cancer, and Boyce's battle with Lou Gehrig's Disease.

The story of their friendship made the *Charlotte Observer* and *Reader's Digest* and is told in Alan's book, *Sometimes a Memory*, which will be published in the spring by Atlanta's Cherokee Press. And now it is a story that is remembered and honored by the Blake-Stoudemire African American Collection at Lincolnton's Jonas Branch Library.

Following Boyce Blake's death from Lou Gehrig's disease, Alan Stoudemire decided to honor his friend's memory and their friendship by establishing a collection of books concerning African American culture and history at their hometown library. Lesley Levine remembers, "He just called me out of the blue. I'd never met him. He said, 'Would you think about this.' I said, 'Absolutely.' This is really an exciting prospect for us, and it grew from there."

Alan Stoudemire's mother, Louise Stoudemire, had been Lincolnton's librarian for 25 years. "She was at all three buildings," he remembers, "I grew up with the library, and I felt like it would be a nice community-oriented thing to do, building up a really first-class African American Collection." Alan who is hospitalized with a recurrence of cancer continued, "It was a good way to combine my family's commitment to the li-

brary and the community, as well as honor Boyce's and my friendship."

Lesley Levine is excited about the way Blake-Stoudemire has enhanced her collection. "[Alan] is pretty willing to give us what we need. We've bought books and videos. We've bought *Roots* on video, for example; we could never have afforded that before. We have interesting material on Black music, church, a lot of social history and sets for children on African-American authors, inventors, that sort of thing. Before this gift, we would have had to have been selective, but with this gift we have been able to buy the whole set."

She explains, "If we would have bought a book anyway, I don't use Blake-Stoudemire. I use it only if I would have said before, 'If only we had the money.'"

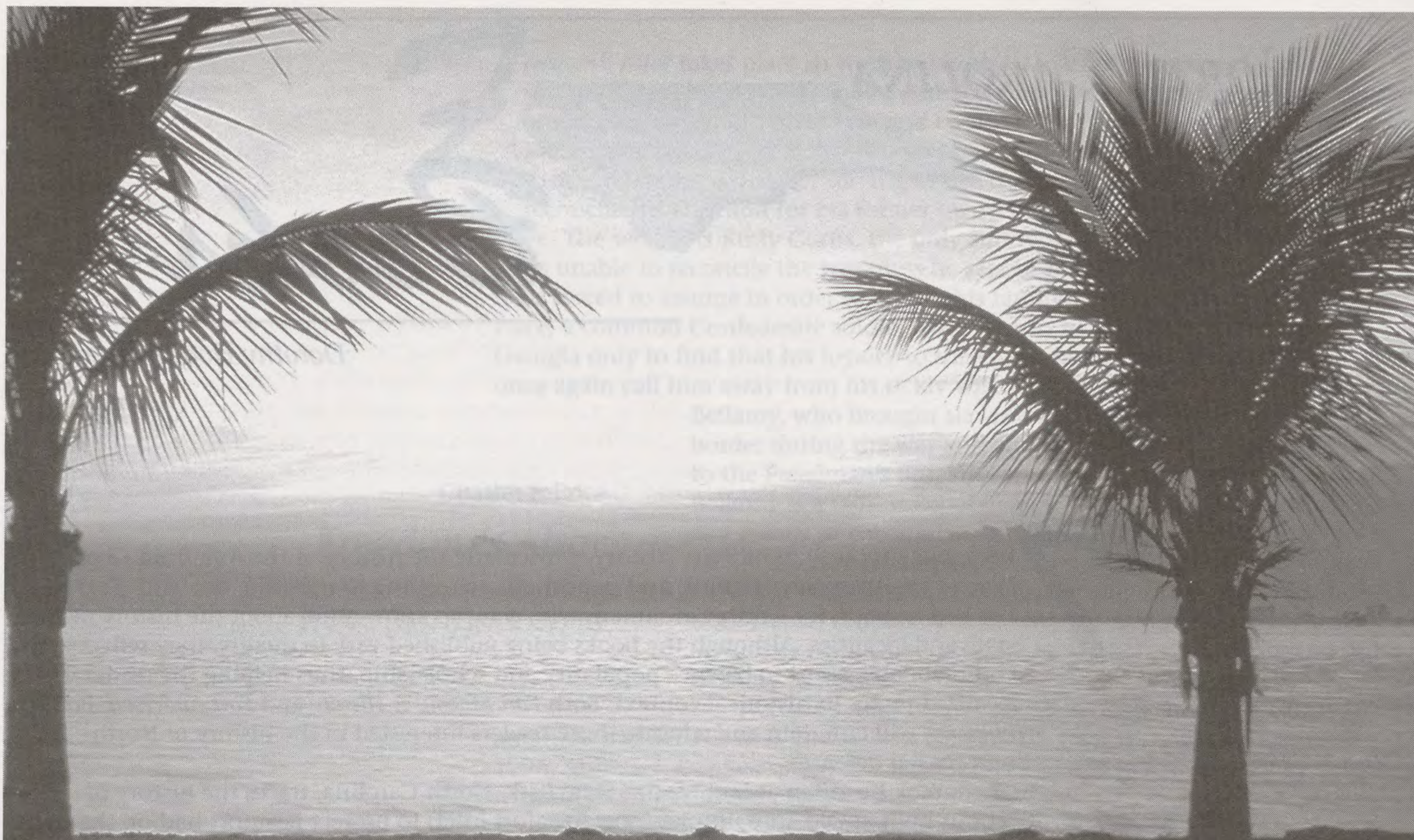
It was that "if-only" money that Alan Stoudemire provided. "My first goal was to give them discretionary funds," Alan recalls, but he couldn't help but become more active, "The more I studied it, as the turn-of-the-century best-books lists came out, I went through and picked out the ones that were written by Black authors and about Blacks and picked out the ones that the library had. Actually they had a good collection before, but [the Blake-Stoudemire Collection] rounds it out."

But Alan Stoudemire wants to do more than create a well-rounded collection; he wants to maintain it. "I think that once we complete this part of it, I want the library to have these discretionary funds in perpetuity. It will be a discretionary, private endowment." After a pause he adds, "There might be other funds like this that have grown out of a Black-White friendship, but I'm not aware of one."

Boyce's sister, Donna Tolliver Blake, says that her family appreciates the library's Blake-Stoudemire collection, too. "Personally, it made me feel real good. That someone would do this for somebody who wasn't a president or anything like that. Just somebody who had been good in life. A regular good person. It would have made Boyce feel good. He wasn't the type to boast or anything like that, but he would have enjoyed the recognition of what he tried to do."

When Donna Tolliver Blake goes to the library now, she takes her sixteen- and twelve-year-old boys, both of whom helped Boyce in his final illness, "And we look at those books, and we check them out. The boys have enjoyed the collection."

Lesley Levine sums it up, "If I'm at the desk, I notice when one of those books goes out." There is a pause, "We would not have this otherwise."



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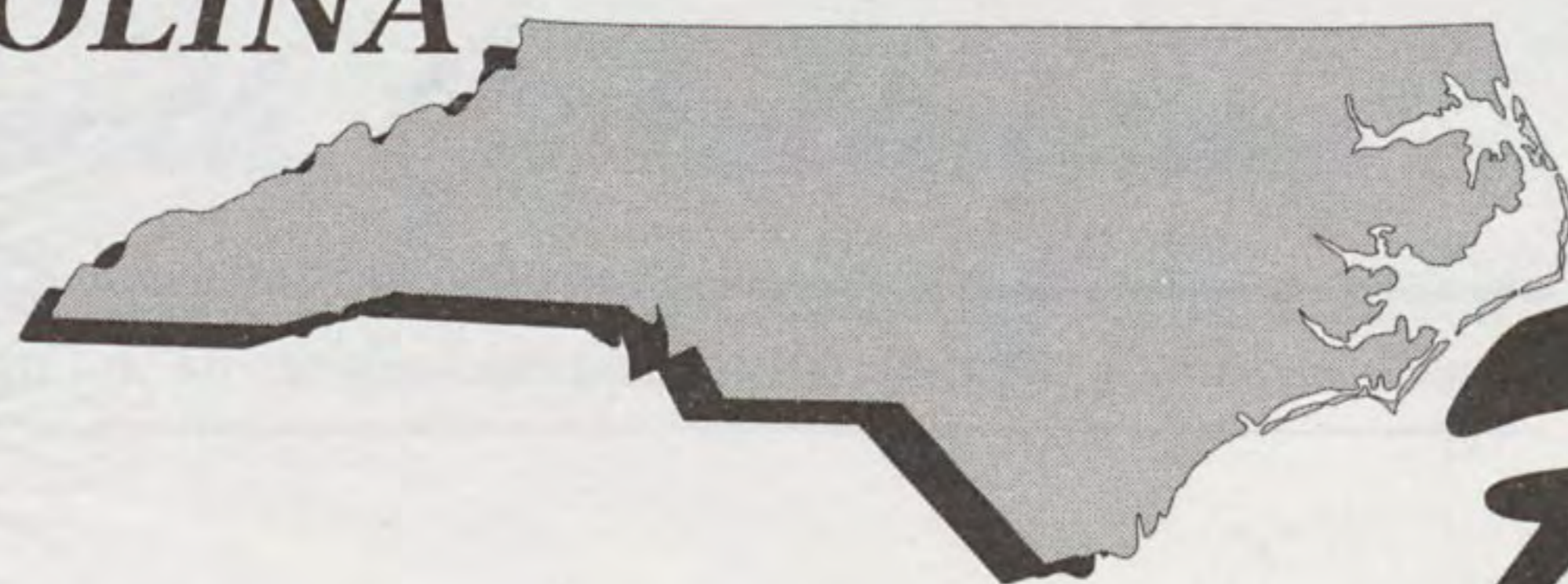


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Dorothy Hodder, Compiler

The public's interest in military history—particularly the history of the American Civil War — has no apparent limits, and publishers are rushing to meet the demand. This trend has been a boon for North Carolinians who want to know more about the history of their state and localities. Although the books being published vary in quality, they reflect a commendable effort to balance popularity and scholarship, thus helping the reader to place localized topics in historical context. Both *Fort Macon: A History* and *Fort Anderson: Battle for Wilmington* will entertain and educate those readers interested in the history of North Carolina's coastal defenses.

Branch, park historian at Fort Macon State Park, North Carolina, traces the history of fortifications built at Old Topsail Inlet (now Beaufort Inlet) to protect Beaufort harbor, the only port in North Carolina that opens directly to the Atlantic Ocean. He does this against a backdrop of colonial, state, and federal plans for a system of coastal defenses. Following Forts Dobbs, Hancock, and Hampton, Fort Macon was begun in 1826 as part of the country's "Third System" of forts. Completed by 1834 and renovated during the early 1840s, the fort was named for United States Senator Nathaniel Macon, who had championed the initial appropriation.

Paul Branch.

## ***Fort Macon: A History.***

Charleston, SC: The Nautical & Aviation Publishing Company of America, 1999. xiv, 292 pp. Cloth, \$28.95. ISBN 1-877853-45-3.

Chris E. Fonvielle, Jr.

## ***Fort Anderson: Battle for Wilmington.***

Mason City, Iowa: Savas Publishing Company, 1999. v, 121 pp. Paper, \$12.95. ISBN 1-882810-24-4.

Branch devotes a third of the book to the fort's role and capture by Union forces during the Civil War and briefly describes activity (or lack thereof) during subsequent periods of peace and conflict, including the Spanish-American War and World War II. The author also describes North Carolina's efforts, beginning in 1924, to develop the site as a state park. The book's extensive endnotes and bibliography reflect a great deal of solid research. Also included are illustrations, appendices, an index, and — unfortunately — too many typographical and grammatical slips.

In *Fort Anderson: Battle for Wilmington*, Chris Fonvielle continues his efforts to document the history of the Lower Cape Fear region during the Civil War. Filled with excellent maps and photographs of soldiers, officers, ships, and battle scenes, this well-written paperback volume expands on one aspect of the author's recent book, *The Wilmington Campaign: Last Rays of Departing Hope* (Savas, 1997). Begun in 1862 on the west side of the Cape Fear River at the site of colonial Brunswick Town, the extensive earthen defenses that came to be known as Fort Anderson were designed to protect Wilmington, one of the Confederacy's most important ports. Fort Anderson fell in February 1865 during an attack of Union naval and ground forces, an extensive action that sealed the fate of Robert E. Lee's Army of Northern Virginia several months later. The author

briefly traces the history of the site since the end of the Civil War and describes the development of the Brunswick Town State Historic Site, which interprets both the colonial port and the Confederate fort. Fonvielle's endnotes and bibliography thoroughly document his lively narrative.

Public, academic and some school libraries, particularly those in the southern coastal area of the state, will want to consider adding these books to their collections. The story of Fort Anderson may be of broader interest to the general public.

— Maurice York  
East Carolina University

**F**

reedom's *Altar* takes place in western North Carolina during the chaotic aftermath of the Civil War. The major characters are three returning soldiers who are attempting to rebuild their lives and come to terms with the past. One is Daniel McFee, who returns to the ruined plantation of his former owner, Madison Curtis, to start a farm after serving in the Union Army. Daniel struggles to reconcile his affection for his former owners with his anger at having been a slave. The second is Andy Curtis, the only survivor of Madison Curtis's three sons. He is unable to reconcile the weakness he sees in himself with the responsibilities he is forced to assume in order to ensure his family's survival. The third is Oliver Price, a common Confederate soldier, who returns to his family in northern Georgia only to find that his loyalty to the Curtis family and his moral convictions once again call him away from his sickly wife. The catalyst for the story is Nahum

Bellamy, who brought slaves and Union sympathizers across the border during the war and afterwards received an appointment to the Freedman's Bureau. Part fanatic and part opportunist, Bellamy is a radical Republican who seeks rights for former slaves as a means of consolidating personal power. He also engages in an illicit terrorist campaign against people he believes to have been war criminals, and singles out the Curtis family for persecution. Daniel cautiously sides with Bellamy, while Andy seeks assistance from Oliver to achieve safety for his family and bring Bellamy to justice.

*Freedom's Altar* is Price's second book about the Curtis family and their friends. His first, *Hiwassee: A Novel of the Civil War*, was published in 1996. Although *Freedom's Altar* is a sequel, it is possible to read and enjoy this book without having read the previous one.

Price successfully portrays the uncertainty and fragmentation of the Reconstruction period. His descriptions of competing social and political factions and their effects on the relatively isolated communities of western North Carolina are compelling. He is not as successful at character development, too often identifying the character's strengths and weaknesses without demonstrating them convincingly. Despite this failing, the evocation of the time and the place is vivid and readable. *Freedom's Altar* is recommended for public and academic libraries that collect Civil War stories and regional fiction.

— Amy K. Weiss  
Appalachian State University

Charles F. Price.

***Freedom's Altar.***

Winston-Salem: John F. Blair, Publisher, 1999. 291 pp.  
Cloth, \$19.95. ISBN 0-89587-177-7.

**G**

eneral Bryan Grimes was an avid letter writer and this biography, the only full-length work available on his life, was written primarily from his correspondence to his father, brother, daughter, and second wife. Consequently, readers feel as if they get to know General Grimes as they journey through his life.

The book begins with Grimes's boyhood and student days at the University of North Carolina before the start of the war. In this first section are many references from letters between Grimes and his father concerning troubles with classes and other school mischief. The author concludes that the father wanted young Bryan to excel academically like his brother William and strive for a professional career, instead of spending his life farming the Grimesland Plantation as he himself had done. Bryan's chivalrous character emerges during this period, and reappears frequently throughout the book. One early instance was a confrontation with a fellow student that almost ended in a duel on the Chapel Hill campus, an unimaginable event today.

The majority of the book details Grimes's Civil War career in the 4th North Carolina Infantry Regiment, from his first action just after the Battle of 1st Manassas to his part in the Battle of Appomattox Court House and the eventual surrender of the Army of Northern Virginia. Grimes's detailed letters aptly chronicle the history of the 4th North Carolina, which was made up of soldiers from Iredell, Rowan, Wayne, Davie, Wilson, and Beaufort counties. One of the more interesting aspects of

T. Harrell Allen.

***Lee's Last Major General:  
Bryan Grimes of North Carolina.***

Mason City, Iowa: Savas Publishing Company, 1999.  
347 pp. Cloth, \$24.95.  
ISBN 1-882810-23-6.

Grimes's career was his uncanny ability to dodge the bullet. On three separate occasions, Grimes had horses shot out from beneath him. His knapsack was once blown off his back by artillery fire, and on another occasion his brass belt buckle was shattered by a minie ball. His worst injury of the war came from being kicked in the foot by a horse, causing him to miss the battle of Antietam. Since no commissioned field officer from the 4th North Carolina survived Antietam, this injury may be said to have saved his life.

The book concludes with Grimes's return to civilian life and the troubles he faced as a former high-ranking Confederate officer. He was eventually murdered by William Parker, who was himself lynched eight years later, after bragging about the crime while drinking.

This book is a must for academic libraries and public libraries that emphasize the Civil War or North Carolina history in their collections, since at this time it is the only available biography on General Grimes. It is well written, has few typos, includes great photos and maps, and has an extensive bibliography and index. The author is the Director of Communications at East Carolina University. His previous publications are in the field of communications and the social sciences.

— Michael Seymour  
Rowan Public Library

**A**

t 38, Maggie Sweet Presson is still waiting for her "real life" to begin. Maggie lives in Poplar Grove, a small North Carolina town that must be just down the road from Clyde Edgerton's *Listre* (*Raney, Walking Across Egypt*). Poplar Grove is a place where every-

body knows everybody else's business, and the slightest deviance from the established rules of conduct are not tolerated. Chic, short hairstyles, pierced body parts, and divorce — especially divorce — are simply unacceptable.

Whisked off to nursing school by her family just a few hours after graduating from high school, Maggie is unable to let the love of her life, Jerry Roberts, know what has happened to her. She trades nursing education for beauty school (Maggie is a true artist when it comes to precision cuts), but Jerry is gone, married to someone else. In

her grief, she marries a man ten years her senior, and exchanges one child-parent relationship for another. Her husband, Steven, does monthly meal menus, cutting costs at every turn except when his hoity-toity mother visits. He spends the time he is at home locked in his study; he spends the vacation money for two cemetery plots, and, worst of all, he absolutely forbids her to work as a hair stylist. Now, after 19 years, Maggie is tired of always having to do the "right thing" and feeling guilty if she doesn't. Her family can't understand her unhappiness: her grandmother observes, "I think Maggie has gone and lost her simple mind. Why, she's got everything a body could want — a family, a house in the historical part of town, and that add-a-pearl necklace." Her twentieth high school reunion is approaching, and two events occur almost simultaneously that change her life forever. First she overhears Steven tell a female friend that he can host a committee meeting

with refreshments at his house because "you already work too hard and good, old reliable Maggie doesn't have anything else to do." Then Jerry, in the midst of a divorce, returns to Poplar Grove.

In this slight, easy-to-read story, Judith Minthorn Stacy leads us through the small southern town version of the Stepford wives as Maggie and several of her friends strive to begin their "real lives." The resolution may be simplistic, but the motivations are all too real. Come on, Judith, give us a sequel—what's Maggie Sweet going to do next?

*Styles by Maggie Sweet* is Stacy's first novel and the winner of Banks Channel Books' Carolina Novel Award. It is recommended for all public and academic libraries.

— Suzanne Wise  
Appalachian State University

Judith Minthorn Stacy.

### ***Styles by Maggie Sweet.***

Wilmington: Banks Channel Books, 1999. 222 pp.  
Paper, \$12.00. ISBN 1-889199-03-6.

In this new text, Timothy J. Minchin, an historian from England whose research interests include the dynamic milieu of the labor market of the American South, takes a fresh look at the often contentious issue of racial discrimination in employment, along with the related areas of gender and unionism and their relationship to hiring practices by southern textile companies during the 1960s and 1970s. He expresses some provocative notions early on, declaring, for example, that Martin Luther King, Jr., failed in the 1960s in his belated attempt to wage a "war on poverty" in the North. He also alleges that the American Civil Rights Movement failed to embrace economic equality as a high priority issue — thus resulting in erroneous assumptions by scholars that "few economic gains were made by the Civil Rights Movement," and that a growing labor shortage in the textile industry could be seen as the main reason for the parallel rise of a racially mixed workforce.

Timothy J. Minchin.

***Hiring the Black Worker:  
The Racial Integration of the  
Southern Textile Industry,  
1960 – 1980.***

Chapel Hill: University of North Carolina Press, 1999.  
342 pp. Cloth, \$49.95. ISBN 0-8078-2470-4. Paper, \$19.95.  
ISBN 0-8078-4771-2.

Minchin goes on to demonstrate an alternative interpretation, linked to what he identifies as another major cause of racial integration — the impact of national Civil Rights legislation. Specifically, over the course of eight chapters, he builds a compelling case for his central argument that Title VII of the Civil Rights Act of 1964 (prohibiting racial discrimination in employment) played a key role in removing barriers to job opportunities for African Americans in the South because it spurred litigation that ultimately mandated "color-blind" hiring by employers. Minchin makes judicious use of national labor statistics, data from voluminous records of class action lawsuits, and other documented resources, to show how textile companies finally had to admit African Americans into their workforce through the front door.

For example, he notes that one of the largest textile companies, Cannon Mills of Kannapolis, North Carolina,

hired almost no Blacks before 1964, but had about 25% Blacks among its 22,000 workers by the early 1980s. He quotes from a statement made in 1982 by a Cannon Mills public relations agent regarding class action litigation: "This type of suit has been initiated against every major textile company ... so it's not the first of its kind."

Unfortunately, just as this trend toward racial integration in employment appeared to be assured for the foreseeable future, the southern textile industry began a decline in the 1980s, as Minchin acknowledges in an epilogue. The decline has been exacerbated by the 1993 North American Free Trade Agreement (NAFTA). With its required gradual elimination of tariff and quota protections, NAFTA has forced many manufacturing businesses, including textile companies, to close down, drastically reduce the labor force, or re-locate to cheaper labor markets outside the United States. Consequently, in recent years many Black textile workers have become personally familiar with another labor phenomenon: last hired, first fired.

This work includes extensive notes, bibliography, index, and seven pages of well-chosen illustrations. For academic libraries, larger public libraries, and special libraries containing labor information resources.

— Kathleen Murray  
Queens College

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In 1865, Jefferson Davis's attempt to flee Richmond in a train came to a sudden stop just twelve miles outside of the city; the locomotive pulling his train could not make the grade. In 1874, a group of railway executives followed that same route in a plush railway coach that took them from Richmond to Jacksonville, Florida. This remarkable transformation did not come easily; political intrigue, violence, and greed all played roles in the rise of a new southern railway system.

Prior to the Civil War, the South's railroads were a mishmash of independent lines that did not connect the region in any meaningful way, as the Confederate army discovered when it tried to supply Lee's Virginia armies from stores in Georgia and Alabama. Southerners had feared the establishment of a unified railway system, believing it would upset the economic system and loosen the hold of slavery.

Scott Nelson's book begins at the end of the war when displaced Confederate soldiers, Reconstruction politicians, and big northern railroads all vied for control of and financial gain from new railroad lines. Southern state legislatures, including North Carolina's, suddenly were willing to do whatever it took to promote the building of railroads, and former Confederate military officers found employment in the management ranks of these rail lines. Larger towns like Greensboro and Charlotte and many smaller communities became a new southern market for merchandise shipped from the North as railroads eased the shipment of goods.

The fervor of railroad building was not without its dark side. There were numerous acts of violence, intimidation, and savage brutality in places like Alamance County, North Carolina, and York County, South Carolina. Railroads

brought a great social change that threatened the pre-war power, labor, and economic structures. Nelson notes that the railroads provided a focal point for some of the Ku Klux Klan's most violent actions during Reconstruction.

*Iron Confederacies* focuses on the railroad development that occurred primarily in a corridor running from Atlanta through North and South Carolina to Richmond. Nelson, an associate professor of history at the College of William and Mary, has done meticulous research, much of it in original railroad documents, that brings to light the personalities and tensions that characterized the dramatic rise of southern railways. The text is complemented by an extensive notes section, an excellent index and bibliography, and a series of black-and-white maps and photographs. Although this book is not exclusively focused on North Carolina, it should be included in all comprehensive North Carolina collections and in any collections dealing with railroad and southern labor/social history.

—John Welch

State Library of North Carolina

Scott Reynolds Nelson.

## ***Iron Confederacies: Southern Railways, Klan Violence, and Reconstruction.***

Chapel Hill: University of North Carolina Press, 1999.

257 pages. Cloth, \$39.95. ISBN 0-8078-2476-3.

Paper, \$18.95. ISBN 0-8078-4803-4.

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## OTHER PUBLICATIONS OF INTEREST ...

*The Keepers* is a collection of profiles of "Mountain folk holding on to old skills and talents" by Robert Isbell, with photographs by Arthur Tilley. Skills range from canning to herb gathering to storekeeping, talents from playacting to dulcimer playing to woodcarving. (1999; John F. Blair, Publisher, 1406 Plaza Dr., Winston-Salem, NC 27103; xi, 129 pp.; paper, \$16.95; ISBN 0-89587-180-7.)

Also on the western end of the state, Robert L. Williams has listed *100 Practically Perfect Places in the North Carolina Mountains*. This useful guidebook is divided in ten sections, covering the best of the mountains, waterfalls, cities and towns, educational sites, get-out-and-go places, scenic driving tours, churches, homes, lakes and streams, and graveyards. Illustrated with color and black-and-white photographs, it is not indexed. (1999; Southeastern Publishing Company, 3613 Dallas-Cherryville Rd., Dallas, NC 28034; xvi, 437 pp; paper, \$15.00 plus \$3.25 shipping and handling; ISBN 1-893330-CO-1.)

Moving east, Pat Garber, an environmental anthropologist, licensed wildlife rehabilitator, and author of *Ocracoke Wild*, returns with more ruminations about living in harmony with nature in *Ocracoke Odyssey: A Naturalist's Reflections on Her Home by the Sea*. (1999; Down Home Press, P.O. Box 4126, Asheboro, NC 27204; 226 pp.; paper, \$14.95; ISBN 1-878086-70-7.)

A little further down the coast, Betsy Brodie Roberts has documented a completely different category of wildlife in *Wilmington Films and Locations: Movie Power in North Carolina*. She includes television movies and series as well as feature films, and provides separate indexes for locations, actors, and directors. (1999; Business Connections Group, 421 Pettigrew Dr., Wilmington, NC 28412; 121 pp.; paper, \$15.00; ISBN 0-9640857-2-0.)

The fourth installment in M. L. Stainer's Lyon Saga is *The Lyon's Throne*. Lost Colonist Jessabel Archade and her Indian husband and friends are captured by Spanish pirates, rescued by an English ship, and transported to London, where Jess seeks an audience with Elizabeth I. Previous books in this series of historical fiction for ages 10 and older were reviewed in the Fall 1998 and Spring 1999 issues. (1999; Chicken Soup Press, P.O. Box 164, Circleville, NY 10919; 153 pp.; cloth, \$9.95; ISBN 1-893337-01-4.)

The Institute of Government announces new editions of several useful publications. Order from Publications Sales Office, Institute of Government, CB #3330 Knapp Building, UNC at Chapel Hill, Chapel Hill, NC 27599-3330.

*County Government in North Carolina*, 4th edition, edited by A. Fleming Bell, II, and Warren Jake Wicker, updates the 1989 edition with expanded coverage of water and sewer services and new sections on airports, off-street parking, public transportation, aging programs, registers of deeds, and community colleges. (1999; xi, 994 pp.; paper, \$36.00; ISBN 1-56011-331-6.)

*Legislative Zoning Decisions: Legal Aspects*, 2nd edition, by David W. Owens, treats new developments in North Carolina's laws since the book's initial publication in 1993. (1999; x, 434 pp.; paper, \$36.00; ISBN 1-56011-341-3.)

*Suggested Rules of Procedure for Small Local Government Boards*, 2nd edition, by A. Fleming Bell, II, updates *Suggested Rules of Procedure for Small Governing Boards*, by Bonnie E. Davis, now out of print. It reflects the requirements of North Carolina's open meetings law and updates and enlarges treatment of several other subjects. (1998; vi, 38 pp.; paper, \$8.50; ISBN 1-56011-319-7.)

Finally, *Punishments for North Carolina Crimes and Motor Vehicle Offenses*, by John Rubin and Ben F. Loeb, Jr., was last updated in 1995. (1999; vii, 124 pp.; paper, \$15.00; ISBN 1-56011-359-6.)

# NORTH CAROLINA LIBRARY ASSOCIATION

## MINUTES OF THE EXECUTIVE BOARD

July 30, 1999

Joyner Library, East Carolina University

**Attending:** Beverley Gass, Al Jones, Ross Holt, Joan Boudreaux, Diane Kester, Barbara Best Nichols, Robert Cendida II, Pauletta Bracy, Martha Davis, Eleanor Cook, Bill Gates, George Taylor, Steve Summerford, Dave Fergusson, Catherine Wilkinson, Susan Adams, Maury York, Peggy Quinn, Carol Freeman, Ben Speller, Liz Hamilton, Teresa McManus, Ginny Gilbert, Melinda Ratchford, Karen Perry, Patrick Valentine, Michael Cotter, John Via, Liz Jackson.

The meeting was called to order at 10:00 AM by President Gass. ECU was thanked for allowing us to meet in the Joyner Library. Maury York invited board members to join him on a tour of the library after the meeting. Introductions were made and a review of the agenda was conducted.

### Corrections to minutes

The April minutes were approved with small editorial changes.

### President's Report

NCLA's new address is: NCLA, 4646 Mail Service Center, Raleigh, 27699-4646.

Various members of NCLA board have been elected to SOLINET. They are: Rhoda Channing, Wake Forest University, Waltrene Canada, NC A&T University, and Larry Alford, UNC-CH.

Board members are encouraged to begin preparation of their biennial report, due at the next board meeting (the Executive Board dinner at the conference). Frances Bradburn requests a paper copy and disk copy. Exact specifications will be announced in the letter for the next meeting.

The President highlighted a meeting held on June 22 with the leadership of NCASL. The topic of the meeting was an intention by NCASL to form a new organization outside NCLA. After a meeting of the Executive Board, an NCLA Commission on School Librarians was proposed to NCASL. The commission would include a chair, agreed upon by the President of NCLA and chair of NCASL and six members, three of whom would be appointed by NCASL and three of whom would be appointed by the Executive Committee of NCLA. The commission would seek broad-based input from the library community and begin work September 1, 1999 and complete the work by August 31, 2000. The commission would be charged with: identifying issues vital to school librarians and school librarianship throughout North Carolina; identifying remedies and resolutions to those key issues that are creative, innovative and appropriate for assuring that school librarianship remains strong and able to

meet the needs of students throughout North Carolina schools; and creation of an action plan that remedies and resolves key issues for school librarians with clearly established timelines and lines of responsibility.

The Executive Board supported the idea of a commission as discussed.

### Treasurer's Report

Diane Kester announced that NCLA is in good shape financially. Statements for each section and round table were presented.

NCLA is moving into a premier business account so that monies in the account over the minimum amount will be swept into an interest bearing account. Interest earned will be maximized. Further, accounts have been consolidated to maximize growth.

The 990 form for the IRS has been completed for \$750.00.

### Section/Round Table Reports

#### Children's Services Section

A new board has been elected. Changes may need to be made to the conference bulletin due to a change in presenters.

#### College and University Section

A program at the biennial conference on "Copyright and the Digital Age" is being co-sponsored by CUS and CJCLS. Laura Gasaway of UNC Chapel Hill will focus on the Digital Copyright Act and how it relates to academic libraries, faculty, students, staff and publishers.

The BI Discussion Group is sponsoring a session called "What We Wish They Knew Before They Got to Us." Panel members include Rhoda Channing, Donna Gunter, and Libby Lasley.

The CUS's Curriculum Librarian Interest Group is sponsoring a breakfast meeting of curriculum librarians Thursday morning, September 23 at 7:30 AM.

The CUS nominees for the 1999-2001 Board of Directors was presented.

#### Community and Junior College Library Section

The CJCLS Executive Board did not have a

formal meeting last quarter. Fax and phone contact was made with board members of both CJCLS and the College and University Section as talks continue about the feasibility of combining sections.

As a result of the July 7 resignation of Lynette Finch as Vice-Chair/Chair-Elect, Martha Davis has appointed Carol Freeman to take her place on the CJCLS Board. A partial slate of officers for the 1999-2001 biennium was identified.

#### Documents Section

The Documents Section held its spring workshop "Technical and Medical Literature on the Web" on May 21 at the McKimmon Center.

Mary Horton, Documents Section chair-elect, has agreed to serve as the section representative for the NCLA Continuing Education Committee until September 1999, at which time Nancy Kolenbrander will become the representative.

The Event Committee has made recommendations regarding NCLA activities during the non-conference year. They were to schedule off-year mini-conferences, an NCLA leisure/social retreat, and a technology mini-conference. This section already offers two workshops a year in the spring and fall, which it plans to continue. The Documents Section may also be interested in working with other sections to sponsor mini-conferences.

Volunteers are being recruited to form a study group on issues related to preservation of state agency information in digital form. North Carolina state agencies currently have no plans for saving their digital information.

Arrangements are being finalized for the Biennial Conference program "Government Statistical Information on the Web: International, National, and State" to be held September 22 from 3:30 - 4:45. Speakers will be Mary Ellen Spencer and Catherine Shreve.

Mary Horton, Documents Librarian at Wake Forest, will present state data compiled by Alex Hess, Librarian for the Institute of Government.

#### *Library and Management Section*

The Mentoring Subcommittee met with members from LAMS and NMRT on June 21 to discuss the mentoring match process, the response from NCLA members to the initial brochure, and next steps. The mentoring program at the NCLA Biennial Conference was discussed. Barbara Moran will be the speaker for the program. As a result of the meeting, a follow-up program may be planned, using several pairs of past mentors and mentees representing different types of libraries.

LAMS is sponsoring the pre-conference session on Assessment and is anticipating strong attendance. SOLINET is offering an assessment training series and each program will serve to enhance and reinforce the other.

The Personnel and Staff Development Interest Group is launched and plans a luncheon with round table discussions at the Biennial Conference. The Circulation Librarians Interest Group, being organized by Robert James of UNC-G, is just getting organized.

#### *NC Association of School Librarians Section*

The ALA representatives to the Affiliate Assembly will be Karen Gavigan and Karen Perry. Numerous presenters for the Biennial Conference are scheduled. Grants are being considered for speaker Denise Fleming and for Andrew Clemens, speaker and Children's Book Award winner, presented jointly with CSS.

AASL has asked NCASL as an affiliate to make a pitch for membership with college programs. Karen Gavigan will coordinate the distribution to volunteers at various colleges.

Laura Williams is working on a new host and name [ncasl.org](http://ncasl.org). Invitations to join NCASL executive board list serve went out. The Web site address is <http://members.zoon.com/nsasl>.

Summer conferences have been abandoned due to date conflicts. Children's Book Award committee reported that voting may have been down due to Easter break timing.

Current membership is 507. Applications from Awards and Scholarships are moving briskly. Members were asked to promote the Carolyn Palmer Media Specialist of the Year award.

#### *NC Library Paraprofessional Round Table*

The slate of officers for the next biennium is not yet complete. A call for paraprofessionals interested in serving should be made to Susan Adams at 919-662-2265.

#### *NC Public Library Trustee Association*

No report.

#### *New Members Round Table*

A newsletter went out in June. An error regarding speakers for the conference program has been corrected on the NCLA Web page.

A program on fundraising, "Does Your Piggy Bank Need to Be Fattened?" is being planned for next spring.

The mentoring subcommittee met to finalize plans for a program at the conference and brainstorm ideas for having pairs of mentors and mentees speak about their experiences. The announcement of the program has been met with an excellent response. The first mentor and mentees will be matched up in August.

A slate of nominees for officers in the next biennium has been finalized and an election mailing is being prepared.

#### *Public Library Section*

The section is continuing to meet quarterly. A strong slate of officers for the next biennium has been compiled. Consideration is being given to streamlining PLS to take care of overlapping committees.

PLS is encouraging members to volunteer and attend the National Public Library Conference in Charlotte in March 2000.

The AV Committee is sponsoring Celtic Jam, a musical group, on Thursday at 4:45 PM at the Biennial Conference.

#### *Reference & Adult Services Section*

RASS will be sponsoring a luncheon at the Biennial Conference on Thursday, September 23rd, featuring Maggie Jackson, Associated Press agent from New York. Her topic will be "N-Gen, Gen 'Xers and Who's Next: Our Patrons in the New Millennium." A program titled "Managing Electronic Resources" will be co-sponsored with RTSS on Wednesday, September 22.

The 1999-2001 slate for the RASS Executive Board has been selected and sent to members. All types of reference librarians are encouraged to join the section. Those interested may contact Carolyn Price at [c\\_price@forsyth.lib.nc.us](mailto:c_price@forsyth.lib.nc.us) or Philip Banks at [pbanks@ncsl.dcr.state.nc.us](mailto:pbanks@ncsl.dcr.state.nc.us).

#### *Resources & Technical Services Section*

Mailings will soon be sent to RTSS members and include a membership survey, a listing of the RTSS programs at the NCLA conference, and the slate of officers for the 1999-2001 biennium. Election of officers will take place immediately prior to the major programs being co-sponsored by RASS. Summaries of RTSS Biennial Conference programs can be found on the Web page: [www.unc.edu/~ldsmith/rtss/ncla99.htm](http://www.unc.edu/~ldsmith/rtss/ncla99.htm).

RTSS is presenting the following awards at the general session on Thursday afternoon: Best Article in North Carolina Libraries Award, Student Award, and Significant Contribution Award. In all three cases, the focus of resources and technical services must be present.

#### *Round Table for Ethnic Minority Concerns*

This section has been meeting via email. Plans are being finalized for programs for the Biennial Conference. Two events are planned, one of which is a panel discussion by recipients of the ALA Spectrum Initiative Scholarships, moderated by Gerald Holmes. Hilda V. Peacock, a Maryland based storyteller will also read from her first book, *Happy Umbrellas*. Peacock is a native of Johnston County, North Carolina, the setting of her book. She will also autograph copies of *Happy Umbrellas*.

REMCo will also conduct a business meeting where officers will be elected and RoadBuilder awardees announced.

Solicitations are currently being sought for officers and Roadbuilder nominees. Areas in which awards are to be made are academic, school, public and special librarianship.

REMCo reminded the Executive Board that membership in the round table is open to anyone with an interest in the materials, publications, curricula, artifacts, realia, and related areas as they pertain to cultural, ethnic, religious, challenged, or other areas of minority involvement.

#### *Round Table on Special Collections*

Administrative Assistant Maureen Costello was praised for her support of this round table during the past biennium.

A program will be sponsored for the Biennial Conference on Thursday, September 23rd, entitled "Documenting the African-American Experience: African-American Archives in North Carolina."

Helen Tibbo published the newsletter, North Carolina Special Collections, in June containing an article on planning considerations relating to scanning projects in libraries and archives. The newsletter is on the round table's Web site: [http://library.rcpl.org/ncla/spec\\_coll/](http://library.rcpl.org/ncla/spec_coll/). A state law has been passed requiring several state agencies, including the Department of Cultural Resources, to consider cutting costs by putting resources on the Web instead of in print format. While each agency is charged with studying the impact this would have, they are considering it from a cost cutting standpoint, not one of preservation. This round table, and the Documents Section, was charged with preparing a resolution regarding this impact to submit to the Executive Board for action.

#### *Round Table on the Status of Women in Librarianship*

At a July meeting of the RTSWL Executive Board, final details for the September program and business meeting were discussed and appropriate decisions made for managing the two meetings and the membership table. Content for the next two issues of the *MS Management* was approved. A final slate of officers will be presented at the September business meeting. The Board discussed needed by-laws changes and voted to make further discussion and probable membership vote a top agenda item in the next biennium.

Rex Klett was recognized as an outstanding newsletter editor and has agreed to continue in this position.

#### *Technology & Trends Round Table*

The spring workshop was successful but concerns were raised about the amount of money returned to NCLA, leaving the round table with little profit for the amount of effort put into the planning and implementation of workshops. It was urged that future programming be planned with these limitations in mind.

A project grant has been submitted to cover speaker expenses for the Biennial Conference program. The main program will be held on Wednesday, September 22nd and will feature William Terry. Also on Wednesday a panel discussion is being co-sponsored with the Recruitment and Placement Conference Committee. A membership luncheon and business meeting will be held on Friday.

Executive Committee members are currently being recruited. A proposed slate should be completed soon and an announcement to

the membership mailed out in August.

## Committee Reports

### *Administrative Office and Personnel Advisory Committee*

The NCLA Personnel Manual, which contains policies and procedures relating to the position of the Administrative Assistant, has been completed. The manual, along with the Administrative Assistant job description completed earlier by this committee will guide the association in its dealings with the Administrative Assistant, and in her dealings with the association.

Several issues dealing with the Administrative Assistant position were brought to the attention of the Board about which the Committee was uncertain how to proceed. One item is the number of financial and administrative tasks the Administrative Assistant handles for the Conference Committee, although not a member. Discussion followed. A suggestion was made to include this support as a job assignment rather than serving as a committee member. Currently, the Conference Committee pays for travel as the Administrative Assistant attends Conference Committee meetings. Other issues dealt with the Work Plan delineating duties, and the performance appraisal instrument.

The NCLA Office has been readied for the move from the State Library to the Library for the Blind and Physically Handicapped. Numerous other relocating staff within those two buildings must move before the NCLA move can proceed. No move is expected before September.

### *Archives Committee*

The Archives Committee is continuing to work on processing archival materials. At a November 1998 meeting, James Sorrel from the State Library Archives Department gave helpful tips on preserving archival papers, handling newspapers and photographs.

The committee asks that correspondence papers, newspapers and photographs sent to them be labeled and that members keep prints of e-mail correspondence as it pertains to NCLA duties. Headers and dates should be included on e-mail correspondence.

A revision of the "Records Retention and Disposition Schedule" is being worked on to include types of materials the Archives Committee solicits as follows:

- 12: E-Mail (Prints of E-Mail)

### *Conference Committee*

The 53rd Biennial Conference will be held 21-24 September 1999 at the Benton Convention Center in Winston-Salem. The LAMS Pre-conference on Assessment will be held on Tuesday, September 21st. The Executive Board Dinner for Board members finishing their terms of office and newly elected Board members will be held on Tuesday evening, September 21st. The Conference Schedule and Pre-registration materials have been mailed. The booklet included the preliminary schedule as of June 30th. Final corrections will be made during late July and early August before going to the printer in mid-August. Over 70 programs and events are scheduled. The Conference Web site will have up to the minute changes included.

The pre-registration booklet also includes a list of over 60 vendors who have registered as of June 30th, 1999 and a volunteer form for expressing interest in serving on NCLA committees and becoming more actively involved in NCLA Sections and Round Tables.

*Constitution, Codes and Handbook Committee*  
Proposed changes to the NCLA Constitution were brought before the Executive Board for a vote in order to present them to the membership for a vote:

1. ADD Article XIII. Non Profit Status
  - a. The North Carolina Library Association is not operated for profit. No profit shall inure to the benefit of any individual connected with the organization except in consideration of services rendered.
  - b. In the event of the dissolution of the organization, its assets would be conveyed to one or more types of organizations and institutions as set forth in NC G.S. 105-164.14. The Executive Board will vote as to which organization(s) will receive the assets. The vote must be a 2/3s affirmative vote. Entities eligible will be one or more non-profit educational, professional, or library entities.
2. CHANGE: XIII: Amendments to XIV: Amendments

Discussion included input from the treasurer that the language used in the proposed changes was provided by the State. A motion was made and passed to accept the addition of Article XIII, subject to review by an attorney.

A motion was passed to change Article 11 of the NCLA Constitution under Standing Committees to include the Development Committee. A description of the Development Committee will be included in by-law change announcement.

A proposed by-law to Article III. Membership, #4, #5, and #6 resulted in much discussion including concerns brought to the Executive Board by this committee, possible wording of changes, and technology eliminating some previous concerns about keeping up with membership years. A motion was made and passed to return this concern back to the committee and charge them with investigating how ALA, SELA, and SCLA are handling membership renewals and reporting the results of this investigation within one month to the Administrative Assistant to put in the mailing packet announcement of the next board meeting to Executive Board members. An additional request for the committee to consider pro-rated memberships for first time members was made. A change in this article would require a mail ballot of the membership.

### *Continuing Education Committee*

"Development of Libraries and Library Personnel for a Multidimensional Global Society" is the theme for six major contextual and functional categories for continuing education activities. These six categories are: strategic issues and trends; reframing through effective management and analysis; concepts, principles, and developments in organization of information; information services and collection development; and research expertise. Recommendations, prin-

ciples and strategies were presented to the executive board. A motion was passed to accept this report as presented.

NCLA has its own calendar of only NCLA events on the Web. A suggestion was made to look into a state-wide calendar of all library events.

A recommendation was made and passed to conduct a state-wide needs assessment for continuing education purposes by this committee. A sample survey was presented. The survey would be put on a Web site, with a cut-off date for completion. Then a report would be brought back to the Executive Board and results posted to the same site.

### *Development Committee*

Procedures have been established for receiving donations, acknowledging them and transferring the donated money to the NCCF. These procedures have been confirmed with the president, treasurer, administrative assistant and *North Carolina Libraries* editor where necessary.

A brochure is being developed to be included in the conference registration packets to promote the endowment at the conference and beyond. A table will be set up at the conference and an announcement made at the general session as well. A continuous advertisement for the endowment will run in *North Carolina Libraries*.

### *Finance Committee*

The Year 2000 proposed budget is on the NCLA Web site. Expenditures are about the same this year as last year. It is thought that there will be enough profit for project grants. State Library projects are still being anticipated, which will bring additional revenue to NCLA. The Leadership Institute is not a line item on this budget as alternative funding sources are being sought.

A motion was passed to accept the budget as presented.

### *Governmental Relations Committee*

A North Carolina delegation went to Washington DC to meet with our elected officials. It was suggested that NCLA may need to add some North Carolina agenda items to the charge of this committee.

### *Intellectual Freedom Committee*

The IFC continues to respond to about one challenge per week in North Carolina. A case in Cumberland County is being followed very carefully at this time. The Committee will soon be choosing the recipient of the 1999 NCLA/SIRS Intellectual Freedom Award to be presented at the fall conference.

### *Leadership Institute*

Several issues have been discussed by this group with regard to the next Leadership Institute: location, facilitators, and fundraising.

The Institute is sponsoring a contest at the Biennial Conference. Participants will be asked to complete the sentence "When I imagine the future of North Carolina libraries ..." Judges will choose three winners, each of whom will receive \$100.00 and a rocking chair donated by Carolina Rocking Chair Company.

#### Literacy Committee

At a May 27, 1999 meeting, plans were finalized for a presentation of best practices offered by library literacy innovators.

A recommendation was made to the Executive Board that a formal relationship be established with the North Carolina Literacy Center. This collaboration would include: an ex-officio position on the committee for a person representing the Center and a plan for regular exchange of pertinent information between the Center and NC public libraries, community college libraries and school libraries. A motion was passed to establish such a relationship.

After discussion, a motion was passed to send to the Constitution, Codes and Handbook Committee a request to determine wording that would add the Literacy Committee as a Standing Committee.

#### Membership Committee

The unduplicated membership count as of July 14, 1999 is 1641, 1551 of which are personal memberships. Section and round table member breakdowns can be accessed on the NCLA Web page.

A revised brochure (minus art for the front cover) is ready for Executive Board review.

The committee recommended purchase of two three-panel displays for organizational use at conferences, seminars, and other travel. A motion passed accepting the recommendations of the membership committee in this regard.

This committee endorses the six nominations received from the membership for the NCLA Life Membership Award (5 nominations) and the Honorary Membership Award (1 nomination). The nominations were forwarded to President Gass and Vice-President Jones.

#### Nominating Committee

The following people have been elected as 1990-2001 NCLA officers: Vice-President/President-Elect: Ross Holt; Secretary: Sue Ann Cody; Director, East: Patrick Valentine; Director, West: Phil Barton; SELA Representative: John Via. They will serve with President Al Jones and Treasurer Diane Kester.

#### Non-Conference Year Event Planning Committee

A written report outlined suggested events for non-conference year events and guidelines. The events would be the responsibility of the Executive Board. The committee itself would be headed by the Past President and Directors, with members serving from the various sections and round tables of NCLA. It was suggested that two mini-conferences be held – one towards the east and one towards the west. Income would be shared with sections and round tables, less the \$5.00 returned to NCLA.

Event suggestions included: a social retreat, technology mini-conference, mini-conference at NCASL's biennial conference, and virtual or electronic meetings.

A survey may be taken at the biennial conference to determine areas of interest.

#### Publications and Marketing Committee

On August 13, this committee will have its Biennium Wrap-up meeting. One of the items on the agenda is a general clean-up, which will include additions and deletions,

of the NCLA Web site. Corrections were asked to be sent to Carol Freeman before that meeting.

NCLA E-News, the organization's electronic newsletter, is up and running. A demonstration was given to the Executive Board.

A question was raised about whether E-News is being archived? This question will be sent back to committee for discussion and a report back to the Executive Board.

#### Scholarship Committee

The following recipients were chosen for NCLA scholarships: NCLA Memorial Scholarship, Robin Imperial; Query-Long Scholarship, Samra Childers.

#### Special Projects

##### Project Grants Committee

The committee met June 2 to discuss application forms and procedures as well as the proposal submitted by Public Library Section's AV Committee. Another grant has been requested from the NCLA Leadership Committee. \$500 was awarded to PLS AV Committee. Funds are still remaining for grants. The application can be found on the Web and can be returned electronically to speed up the grant approval process. Patrick Valentine <pvalentine@wilson-co.com> can also e-mail the application directly.

#### Other Reports

##### North Carolina Libraries

There was no report.

##### ALA Councilor

There was no report.

##### SELA Councilor

John Via, newly elected representative to SELA, reported to the board.

SELA is in good financial shape at this time. The next annual Leadership Meeting, a planning session which includes officers and com-

mittee members, will be held April 28-29, 2000 in Atlanta, timed to coincide with the conclusion of the SOLINET annual meeting. It is hoped that this meeting could be an opportunity to revitalize many areas of SELA.

The SELA journal, the *Southeastern Librarian*, is not on schedule, but still being published.

The next SELA biennial conference, a joint one with the Georgia Library Association, will be held at Jekyll Island October 11-13, 2000. It is hoped that the location will attract attendees from other states. Efforts are being made to minimize transportation costs for those attending from out of state.

John considers this regional library organization to still be relevant and encourages feedback on how communication throughout the southeast can be maintained. It was noted that NCLA has a link to SELA on its Web page and that SELA must maintain a current Web site.

Discussion was held on topics for the SELA representative to consider as he serves in this position including determining the value of SELA to NCLA members, minority concerns and membership benchmarks.

#### North Carolina State Library Commission

Joan S. Boudreaux, a Friends representative, was welcomed by President Gass.

#### Charter & Home School Impact Task Force

Julie Hersberger has resigned as chair of this task force. The Executive Board felt there was a need to clarify the charge of this committee. A suggestion was made to send out a call on E-News for those working in areas where charter schools are located. The task force could possibly be a joint venture among Children's Services, Public Library Section and NCASL. Susan Adams has agreed to contact people from each of those round tables.

Respectfully submitted,  
Liz Jackson, Secretary

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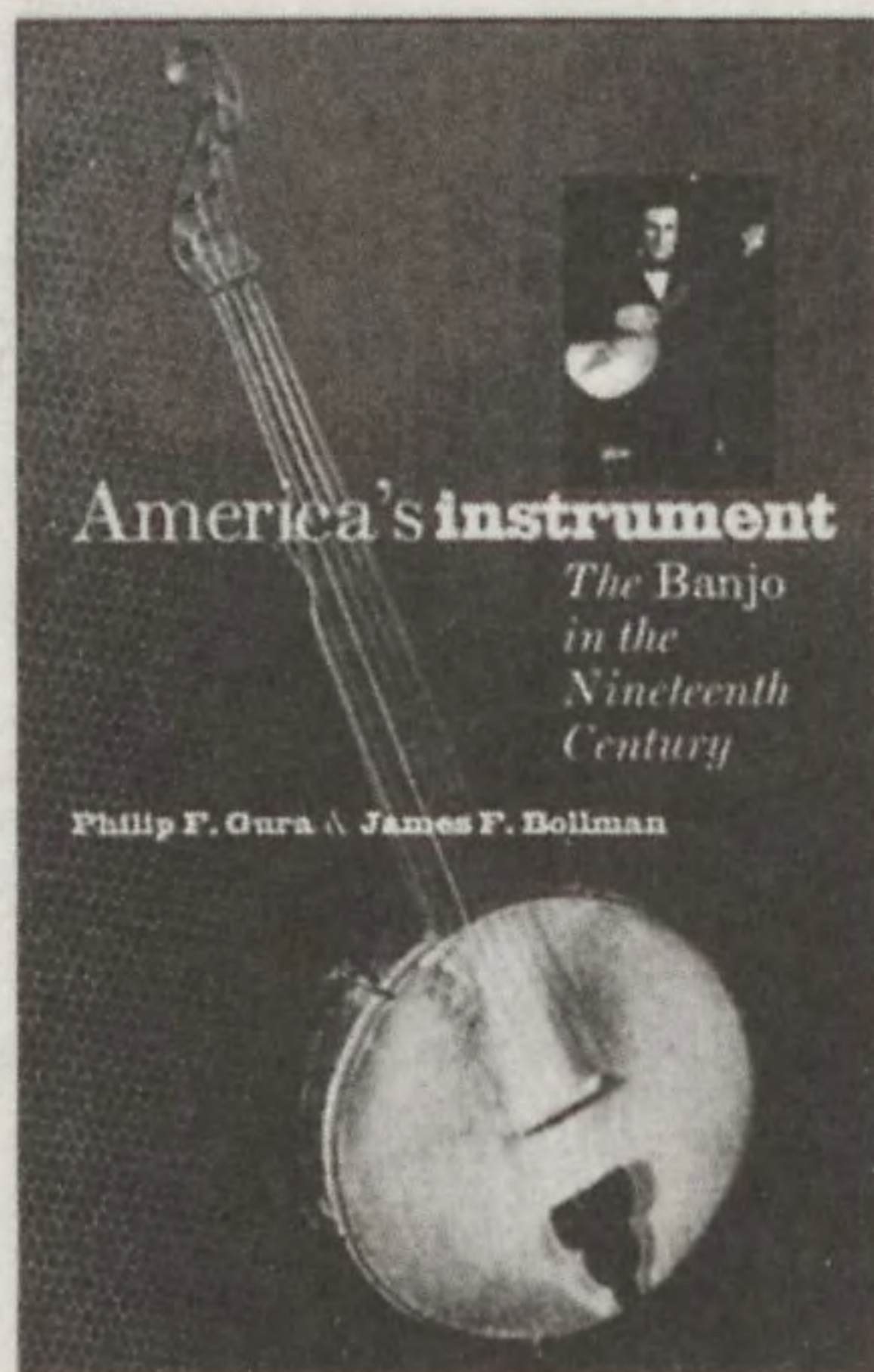
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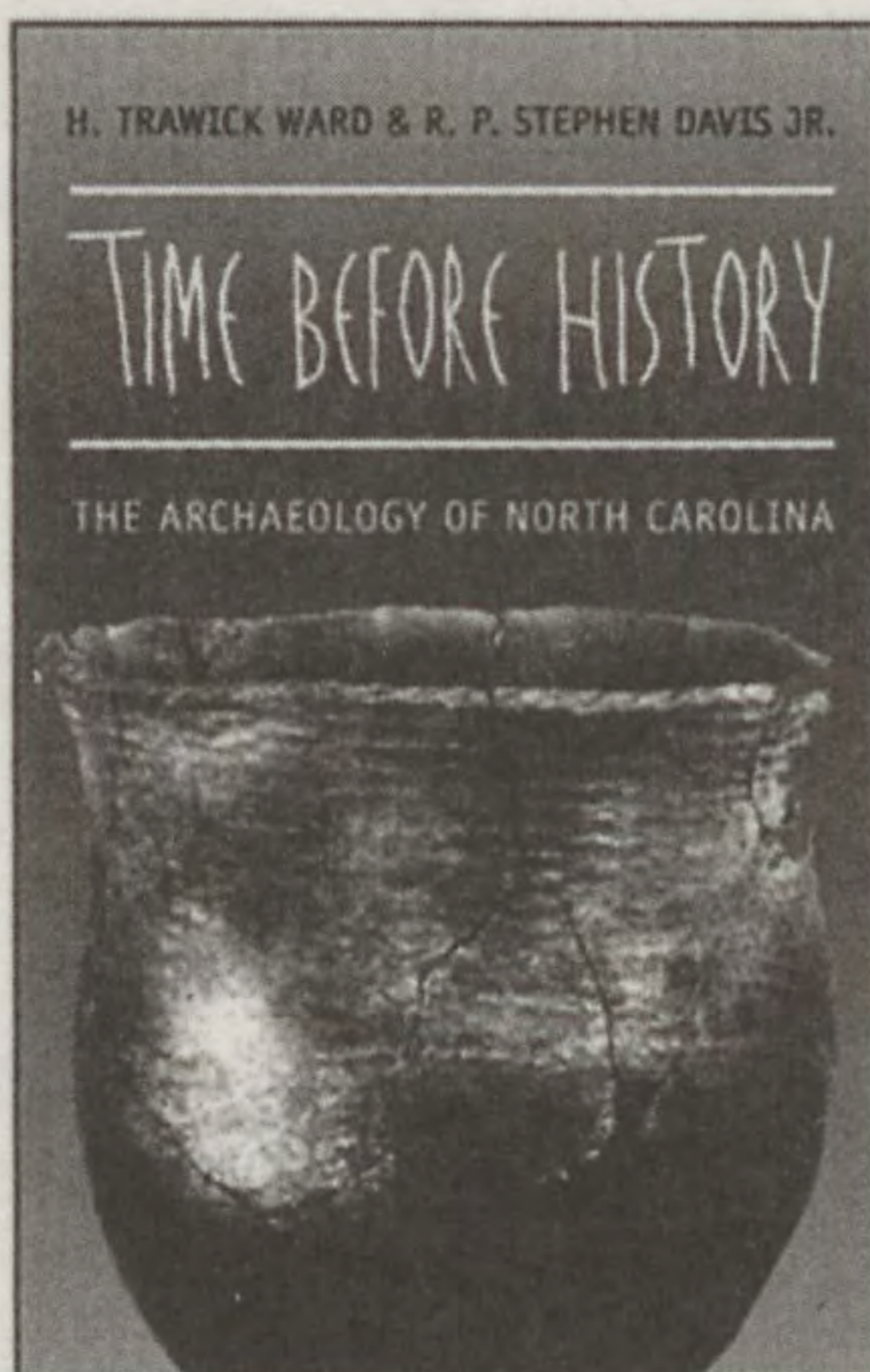
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